



ENTERTAINMENT VENUES CHECKLIST

SAFE RETURN TO BUSINESS



WINDSOR-ESSEX REGIONAL
Chamber of Commerce

For more detailed recommendations and links to additional helpful resources, please review the **“Safe Return to Business: A Public Health Toolkit for the Windsor-Essex Business Community”** document from the Windsor-Essex County Health Unit. *This checklist is meant to be a guide for businesses and should not take place of any legal advice or rules put in place by any governing body or legislation.*

This checklist applies to businesses, event organizers, or venues that provide live indoor entertainment and is intended to provide guidance for organizers and staff to safely operate while minimizing the spread of COVID-19 among employees and customers.

Stay updated on the latest federal actions, current provincial restrictions, and local orders by visiting WECHU’s **Restrictions & Guidance webpage** and visit WECHU’s **Workplace Specific Webpage** to find other Safe Return to Business Checklists providing specific guidance to minimize the spread of COVID-19.

***This document is subject to change and is current as of September 22, 2020
Adapted with permission from Toronto Public Health*

COMMUNICATION TO STAFF AND CUSTOMERS

- Provide pre-gathering/event communications to attendees to share information on protocols and expected behaviours through subscribed email lists, social media, your website, and other appropriate channels.
- Encourage staff and event attendees to download the **COVID-19 Alert App** so that they may receive notifications if they were in close contact with someone who was tested positive for COVID-19.
- Post signage at entrances and throughout the building that clearly communicates the procedures for physical distancing between staff and customers. This includes posters and floor markings such as instructional tape/stickers that direct the flow of people or customers waiting for services (e.g., outdoor waiting areas). Examples of signage can be found in Appendix B in the **Toolkit** or the **Resources & Signage** section of the WECHU website.
- Post signage to communicate attendee procedures such as **hand sanitizing, cough and sneeze etiquette**, wearing of cloth masks or face coverings, and/or screening for symptoms.

- Ensure employees are aware of common **COVID-19 symptoms** and instruct them to complete a daily **COVID-19 self-assessment** and follow all recommendations before reporting to work. Ensure employees who are feeling ill do not report to work.
- Ensure staff and venue/event attendees know to stay home if they are sick.
- Provide training to employees on effective **hand hygiene practices** and if required, the **proper way to put on and remove PPE** such as masks, face shields, gowns, and gloves.

POLICIES AND PROCEDURES

- Create policies and procedures that outline roles and responsibilities of the employer and the employee, including **cleaning and disinfection of the workplace**, how workers can report signs of illnesses, how to handle potentially high levels of employee absenteeism, staff return to work after COVID-19 illness, and how work will be scheduled.
- Create a response plan to handle an employee or customer who becomes ill while at work or at your event.
- Decide which staff will be returning to work and to which job function they will be assigned.
- Consider staggered staff return dates and times to minimize large groups arriving at once.

HEALTH AND SAFETY CONSIDERATIONS

- Provide hand sanitizer stations (minimum of 60% alcohol concentration) throughout the venue for staff and customer use.
- Monitor and refill hand hygiene supplies such as hand sanitizer, soap and paper towels in public areas and washroom facilities.
- Print and display posters describing proper methods of **hand washing** and **hand sanitizing** at hand washing stations.
- If a building has been shut down for an extended period of time, it is important to perform a general building inspection that includes:
 - Security system checks.
 - First aid supply checks.
 - Ensuring all tools and equipment are in good working order.
 - Discarding any expired or spoiled inventory.
 - Checking for evidence of pest/rodent infestation such as droppings.
 - Checking the HVAC system to ensure it is in good working order and replace filters if necessary.
 - Flushing all drinking water taps for at least 5 minutes.
 - Performing a deep cleaning and disinfection throughout the business.
- Complete any needed modifications in areas where there will be staff and/or customers, to assist with physical distancing and proper cleaning and disinfection. For example:

- Install Plexiglas barriers at check-outs and/or between workers who must work in close proximity to each other.
- Replacing fabric/plush furniture with hard surfaces that can be easily cleaned and disinfected.
- Providing additional lined garbage bins for safe disposal of used PPE, tissues, and paper towels.
- Choose your information sources wisely. Check the [WECHU website](#) regularly for updates and helpful resources and bookmark official municipal, provincial and federal government websites.
- If required, order [supplies](#) including disposable masks for customers and disposable or reusable masks for staff. Medical masks should not be used as these are being conserved for health care workers. Print and display posters describing [proper usage](#).

OTHER REQUIREMENTS AND RECOMMENDATIONS

- As per provincial regulations, the person responsible for the establishment must:
 - Record the name and contact information of at least one member of every party of patrons who enters the establishment (for indoor and/or outdoor events).
 - Maintain the records for a period of at least one month (30 days).
 - Only disclose the records to a Medical Officer of Health or an Inspector under the *Health Protection and Promotion Act* on request for a purpose specified in section 2 of that Act or as otherwise required by law.
 - Records should also be kept of workers assigned to specific events and rooms, if the establishment has event spaces with multiple events at once.
- The person responsible for the establishment that is open to the public shall limit the number of persons in the establishment so that every member of the public is able to maintain a physical distance of at least two metres from every other person in the business or facility, except where [Schedule 2](#) allows persons to be closer together.
- Ensure staff practice physical distancing during breaks.
- Staff or employees who interact with customers or work in an area where customers have access must wear masks or face coverings. Face coverings must also be worn where no barrier exist and a physical distance of at least two metres cannot be maintained between co-workers. Masks or face coverings are required to be worn by all patrons, except while actively consuming food or drink. A face covering must be worn when an individual leaves their seat for any purpose, including visiting the washroom.
- Local municipalities may have enacted by-laws in addition to the [Section 22 class order](#) issued by Windsor-Essex County's Medical Officer of Health under the Health Protection and Promotion Act, mandating the use of face coverings in commercial establishments. **Refer to [WECHU's 'Face Masks and Coverings' webpage](#) or your local municipality's webpage for more information about the requirements for your facility.**

- Physical distancing of two metres between patrons from different households or social circles also continues to apply.
- Nightclubs are not safe to open, except for the purpose of serving food or drinks to patrons in accordance with the same rules that apply to restaurants and bars.

Tickets and Concession

- Provide alternative options for event attendees to purchase tickets and concessions online and/or by telephone service in advance of the event.
- Consider accepting only contactless payment options (e.g., debit/credit card, smartphone, smartwatch) instead of using a PIN pad and avoid accepting cash whenever possible.
- Install physical barriers (e.g., Plexiglas) at the point of sale or wherever there are likely to be customer and staff interactions.
- Concession stands may be accessed in-person with the following restrictions:
 - Those who access concessions in person must stand 2 metres apart while waiting to be served and must immediately return to their vehicle after being served.
 - Refer to WECHU's [Checklist for Food Premises and Bars](#) for more information for food premises operators and food safety considerations related to COVID-19 (e.g. flow of customers, access to condiments, cutlery, re-usable food service items, contact tracing form)

Indoor Events

- Event spaces can apply current indoor gathering limit of up to **50 guests on a per room basis**, excluding staff.
 - This may be achieved by creating dedicated spaces (e.g., subgroups in areas, meeting rooms, or event rooms) for up to 50 guests. Each 50-person dedicated space should be distinct or separated by an impermeable barrier, subject to all individuals being able to maintain 2 metres physical distancing within each room.
 - Trade shows or any events requiring guests to mingle are prohibited at this time.
- Venues should minimize allowing additional guests into the space. Once a guest leaves the event, the facility should not allow entry of a new guest to that event (i.e., no sharing passes between guests).
- Access to the facility should only be permitted to registered guests attending the event, security, workers, and the event organizer. Public access to the event/meeting space, room or thoroughfare should not be permitted.
 - The need to access a room through other rooms that are not part of the same event should be limited or minimized. This should be monitored by facility staff and security.
- Assign workers to monitor and enforce physical distancing and line-ups of guests prior to entering the facility, inside common areas such as lobbies, washroom facilities, hallways, elevators, etc.

- Encourage guests to arrive no more than 15 minutes before the event starts, while making provisions (e.g., limited common seating) for individuals with mobility issues that are 2 metres apart and cleaned after each use. If guests are waiting outside or in line for entry, markings should clearly indicate the appropriate physical distance between each group (i.e., members of the same household or social circle).
- Ensure that guests can access their event area without wandering (i.e., entering other event/meeting rooms/areas) and, if possible, use a dedicated entrance/exit propped open by an automated or manual method by the facility.
- Elevator occupancy should be limited to allow for physical distancing to be maintained. All elevators should be sanitized frequently. If the elevator does not have enough space for physical distancing to be practiced, a face covering should be worn.
- Escalators should have signage explaining current procedures to ensure safety including appropriate physical distancing while in use.
- Arranging washrooms to facilitate physical distancing while in use, including blocking off alternate sinks, stalls, urinals, and other amenities. Specific washrooms should be designated for specific events where there is an ability to do so (i.e., avoid having people from different events be in the same washroom at the same time). Hand dryers should not be used.

Live Performers/Live Adult Entertainment

- The total number of customers permitted to be in the venue at any one time if an establishment is having performers must be no more than **50 customers indoors or 100 customers outdoors**. These numbers exclude performers and the staff at the venue.
- A person or group under contract with the establishment may dance, sing or perform music in compliance with the requirements set out in [section 11](#).
- Every performer and other person who provides work for the business or place must maintain a physical distance of at least two metres from every other person, except:
 - If it is necessary for the performers to be closer to each other for the purposes of the performance or rehearsal.
 - Where necessary for the purposes of facilitating the purchase of admission, food or beverages.
 - Where necessary for the purposes of health and safety ([O. Reg. 364/20](#)).
- Lap dancing is prohibited even if masks are worn by both staff and customers.
- Private room dancing is permitted only if physical distancing of at least two metres can be ensured. Plexiglas or some other impermeable barrier can be considered as an option.
- While dancing is not permitted by the general public, they may sing or perform music at the establishment if:
 - They are not singing or performing music in a private karaoke room.
 - They are separated from every other person, including from other performers, by Plexiglas or some other impermeable barrier while singing or while performing on a brass or wind instrument.

- They maintain a physical distance of at least two metres from every other person while singing or performing music.
- Any equipment used by members of the public while singing or performing music must be cleaned and disinfected between each use.
- While the previous activities are now permitted, they still remain high risk and should be strongly discouraged. Loud music increases the likelihood that people will lean towards each other, raise their voice or shout in order to communicate, increasing the risk of transmission of COVID-19.

RESOURCES

Government of Ontario

[Ontario Regulation 364/20 made under the Emergency Management and Civil Protection Act: Rules For Areas in Stage 3](#)

Toronto Public Health

[COVID-19 Guidelines for Adult Entertainment Clubs](#)