

PUBLIC HEALTH SAFETY OPERATIONS GUIDELINES FOR ARTS & CULTURE SPACES

Last updated: 25 June 2020

1. Visitor Safety

1. Limit the admission into the facility to a single-entry route to manage visitor flow. Implement **temperature screening of all visitors** with a contactless infrared thermometer.
2. Keep an eye out for individuals who appear unwell with influenza-like illness (ILI) and severe acute respiratory infections (SARI) symptoms, ie. **measured fever of $\geq 37.5\text{ C}^\circ$ and cough**. These visitors must be turned away and encouraged to seek medical attention.
3. Implement **visitor registration and contact tracing measures** at the entrances and admission points to events and venues, such as obtaining the contact details of visitors and participants (***name, phone number, email address, time of entry and exit***).
4. Use a contactless online form if possible. This record should be kept at the office for at least 30 days and a disclaimer must be made clear to visitors that such information will be shared with the relevant health authority for contact tracing purposes. **We recommend using Penang Contact Tracer (PGCare)**, an initiative by the Penang State Government. Register your business at pgcare.my.
5. Ensure all visitors' and participants' **hands are sanitised** before entering the facility.
6. Ensure all visitors and participants **wear a mask at all times**.
7. **Suspend all events with a large number of participants**. Manage capacity for indoor and outdoor show venues to allow for proper physical distancing in seating areas. This may require marking (with signs, tape, etc.) the seating areas to reinforce physical distancing guidelines for guests.
8. Suspend programs and events targeted at **senior citizens** and other **vulnerable groups**. For performances and indoor live events, audience **below the age of 12 years** old and **above the age of 60 years** old are **NOT allowed** to participate or attend.

9. For events that proceed, the following precautionary measures should be implemented:

- a. Ensuring adequate physical distance between visitors and participants by maintaining a **minimum 1-meter distance** between each visitor and participant.

Some ways of achieving this include:

- Using floor markers (or other forms of barricades) to guide visitors and maintain a distance of 1-meter¹ between each individual (for events and scenarios where visitors would normally stand in-place or move around, such as entrance queues for venues and events).

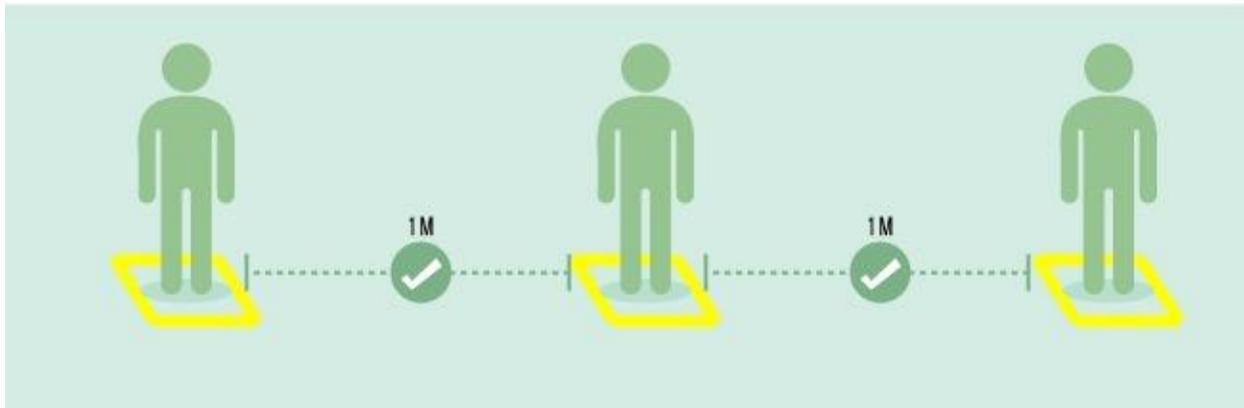


Image 1.1

- Split the corridor into two lanes (with 1-metre distance in between) for entering and exiting in order to flow in a specific direction and help prevent people from navigating each other head-on.
- When evaluating physical distancing, be sure to consider the distance from others both side to side and front to back.
- Having individual visitors and participants (or groups of visitors/participants) sit on alternate seats and on alternate rows, i.e. chequerboard seating (for seated events and dining establishments within venues). Likewise, the minimum distance separating visitors and participants should be 1-meter. (Refer to Image 1.2 and Image 1.3)



Image 1.2

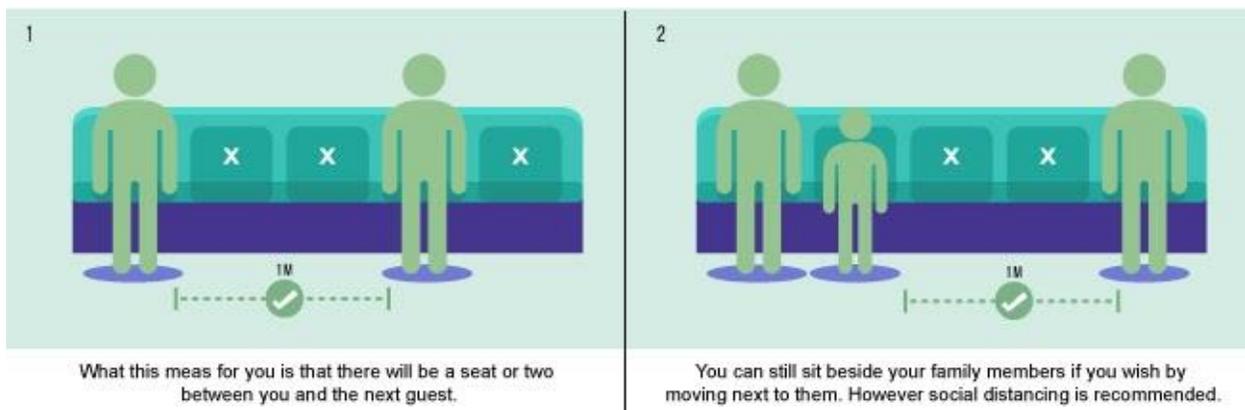


Image 1.3

What this means for you is that there will be a seat or two between you and the next guest.

You can still sit beside your family members if you wish by moving next to them. However social distancing is recommended.

- b. **Allow extra time** for guests to enter ballroom, theaters, and forums to facilitate the new seating arrangements.
- c. Consider end-of-show announcements that encourage guests to take their time exiting the show venues or **stagger exits (by seating sections or rows)** to allow for physical distancing guidelines to be followed as guests leave.
- d. **No large group visitation.** Identify areas where visitors and participants are likely to bunch up and put in place measures to disperse them (e.g. stationing staff at these points to usher them along).
- e. To **reduce congestion** of visitors and participants, pre- or post-event receptions, networking sessions, tea breaks etc., should also be avoided and **F&B should not be served at public events**, although bottled drinks and packed snacks may be served.

- f. Setting up appropriate **cordoning measures** (e.g. barricades), especially for outdoor and open-air venues or events, to limit access of visitors and participants and having event MCs to remind visitors and participants to maintain adequate physical distance from each other. If it is not possible to limit the number of participants and ensure adequate spacing-out of participants, such events or programs should be deferred or cancelled.
10. **To calculate capacities**, divide your total square meters/footage of open floor standing space by the number of square meters/feet required per person. For example, to abide by the reasonable 1-metre distance between people, each individual would require an estimate of 2.25 square meter (1.5 m x 1.5m) or 25 square feet of safe space. If you have 100 square meters (~1,075 square feet) of guest-accessible space, divide 100 by 2.25 and your capacity would be approximately 45 people. (This calculation assumes each individual must have at least 2.25 square meter or 25 square feet of safe space between individuals).

2. Staff Safety

1. Implement **daily temperature checking twice daily** for all staff, once on arrival and a second time in the middle of the day, the results of which should be recorded. If a temperature of more than 37.5 C° is recorded, then the staff member should be sent home with instructions to see a doctor, with a report of the diagnosis recorded in the office. Staff members who are ill should be advised to stay at home until the health issue is resolved
2. All staff should **wear masks at all times**, especially front of house staff.
3. Remind all staff, performers, and participants to **practice social responsibility** and to monitor their own health conditions, avoiding attendance of events if they are unwell.
4. **Minimize the number of crew members** for stage performances and maintain social distancing measures while on stage.
5. **Provide hand sanitizers** to staff, especially front of house staff who handle cash and other payment devices and are unable to wash their hands frequently. Alternatively, the staff could wear gloves for protection.
6. Consider implementing **flexible working arrangements**, with each department divided into two or three teams. Implement a system so that those coming into the workplace are managed through rotation, while others work from home to ensure business continuity.

3. Space & Facility Management

1. **Increase the frequency of cleaning and disinfection of premises**, especially frequently-touched surfaces and items, removing all handleable objects where possible. In addition, suspend use of audio guides and close off play areas, etc., if these items/areas cannot be sufficiently cleaned and disinfected.
2. Additional precautionary measures such as **regular sanitising schedule** or simply a **replaceable seat cover** (single use or otherwise) can be considered in place of sanitisation, especially for auditoriums with high turnover rate.
3. **Place hand sanitizers in easily accessible locations**, so that participants and staff may disinfect their hands. Practice open-door or contactless policy where possible.
4. Ensure **confined spaces** such as lifts and washroom are **regularly sanitised** and abide by the **1-metre social distancing** regulation.
5. **Pay extra attention to high-touch surfaces** in washrooms including door handles, trash receptacle touchpoints, countertops, benches, toilets, sink faucets and toilet handles, soap dispenser push plates, baby changing stations, towel dispenser handles, doorknobs, light switches, and sinks.
6. Prepare sufficient number of **contactless waste bins** and ensure they are **kept closed**.
7. **Avoid distribution of printed materials** such as brochures, catalogs and programs. Encourage the use of digital copies of the abovementioned materials where possible.
8. Encourage **online and mobile purchase** of tickets to events/venues and adopting e-payments to minimize the handling of cash. Practice **pre-booking or by-appointment visits** where possible to regulate the flow of visitors.

4. Public Communication

1. **Proactively communicate the precautions** in place in terms of social distancing, visitor registration, and temperature screening, etc. Pre-empt and manage the expectations of visitors, participants, and partners by informing them of the guidelines.
2. **Place notices and posters in prominent places** to remind patrons to comply with relevant prevention and control measures like the following example:

We are committed to keeping you healthy and safe, but we cannot guarantee you won't be exposed to COVID-19. We rely on you to protect yourself too:

- *Wash or sanitize your hands often and avoid touching your face*
- *Maintain your 1-metre distance from others*
- *Cover your mouth and nose by wearing a mask at all times*
- *Avoid touching surfaces*
- *If you're unwell, please don't participate and encourage your family not to participate until you are well.*

These signs with health and hygiene reminders should be visible throughout the property.

3. **Communicate new operational procedures** to guests prior to arrival, on the venue's website, and through social media to establish expectations and instill confidence, including:
 - Identifying COVID-19 symptoms and messaging that asks guest to come back another day if anyone in their party is experiencing the symptoms
 - Directives on wearing masks/ face coverings for employees and guests
 - Physical distancing guidelines
 - Capacity limits that facilitate social distancing
 - Enhanced cleaning and sanitizing protocols
 - Use of temperature checks
4. Encourage visitors, participants, and partners to acquaint themselves with the facts of the outbreak and its spread, and sharing them with the community to **avoid Covid-19-related stigmatization or discrimination.**

NOTE

This document was last updated on 25 June 2020 to incorporate the announcement by the National Security Council on the reopening of performing arts and indoor live events venues starting 1 July 2020.

STANDARD GUIDELINES FOR ARTS & CULTURE SPACES

VISITOR SAFETY



1. Implement temperature screening of all visitors.



2. Visitor registration and contact tracing measures.



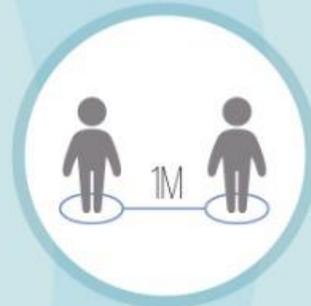
3. Ensure all visitors wear a mask at all times.



4. Ensure all hands are sanitised before entering the facility.



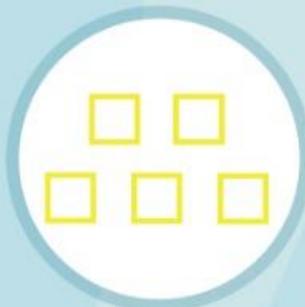
5. Sit on alternate seats and on alternate rows, i.e. chequerboard seating



6. Ensure social distancing complying with 1-meters distance between each visitor.



7. Suspend all events with a large number of participants/
No large group visitation.



8. Setting up appropriate cordoning measures.



9. F&B should not be served at events.