Guidelines for Venues & Facilities

You are required by law to adjust your activity to meet any additional regional or community restrictions in place. To see if any additional restrictions are in effect in your area visit https://novascotia.ca/coronavirus/county-restrictions/

All businesses, organizations and employees need to follow the Health Protection Act Order and public health directives to limit the spread of COVID-19. It is important that we all understand the current restrictions and public health advice currently in place. You can read the full Health Protection Act Order here.

This document is designed for venues and facilities that have the capacity to host large gatherings or events. This document will guide you through building a plan that will help our province limit the spread of COVID-19.

For your facility to host audiences larger than the current gathering limits, your plan needs to outline how the facility will safely manage zones, along with how all public health directives will be followed.

Each zone would need to adhere to the current gathering limit. Venues and Facilities are responsible for monitoring any changes.

This guide is meant to help you build a plan to manage those zones and implement all necessary public health recommendations. If your facility does not have the capacity to manage separate zones, you must operate within the current gathering limits.

If you plan to host an event above the current gathering limits, you must build a plan following the guidelines within this document. Once the plan is complete, you must notify nseconomy@novascotia.ca with a copy of your plan, demonstrating that you are adhering to the guidelines within this document.

Staff at Communities, Culture and Heritage will be notified and will log the event for future inspection by compliance officers.

Organizers and/or venues are responsible for ensuring the plan is adhered to and that a copy is on hand for compliance officers.
Your plan must outline:

- Whether the event is indoor
- How many zones can be managed
- How you plan to prevent crossover of zones at all times. This must include separate entrances/exits, separate washrooms, separate concessions for each group/zone and separate walking paths into and out of the venue. If separate entrances, exits, concessions and washrooms aren’t feasible, your plan must clearly outline how zones will be formed and managed, how you will prevent mixing and mingling between zones, and how these instructions will be communicated to audiences. **If this is not possible, you cannot have multiple zones**
- How you will sell tickets to existing households or close social groups of up to 10 within each zone. Households and close social groups can sit or group together without physical distancing, but must remain 2 metres / 6 feet from other households / close social groups.
- The process for managing and monitoring the individual zones
- The logistics of the event activity and how guidelines will be followed and monitored
- A plan for tracking all participants, volunteers, attendees, and event officials. It is recommended facilities keep these records for a minimum of 21 days after the event or activity has taken place
- An emergency plan for individuals displaying symptoms and how they will be isolated
- How the facility will communicate the public health directives to stakeholders and attendees prior to and during the event
- How the facility will ensure the use of non-medical masks by all participants, except when eating or drinking, along with maintaining a 2 metre / 6 foot distance
- How the facility will ensure the use of non-medical masks by staff and volunteers, along with maintaining a 2 metre / 6 foot distance
- How the venue will limit risk of transmission and promote hygiene practices
- How workers and/or vendors will be managed for the public health protocols
Venues must develop a plan for each specific activity. For example, a hockey game with spectators might look different than an event featuring vendors or a concert.

Plans may need to be adjusted as new information regarding COVID-19 becomes available.

It’s recommended to consult with your local municipality, sport/cultural governing body, local occupational health and safety office, local community officials, venue tenants or others who may be impacted throughout the development of your facility plan.

**Gathering Limits**

Stay up to date on the latest gathering limits and how they apply to your operation.

- All persons in attendance must practice physical distancing, except persons residing in the same household or close social group of up to 10 people.
- These gathering limits may change and it is the responsibility of the venue to stay up to date on public health requirements and adjust its plan as needed.

**Developing Your Plan – Required Information**

The following outlines a series of required protocols to ensure appropriate management of attendee safety, venue zones within the gathering limits, capacity management, flow of people, cleaning, concessions, staff and suppliers. These protocols must align with the Health Protection Act Order and should be regularly monitored and adjusted based on evolving public health requirements.

Venues must do a risk assessment of potential hazards at their venue, which will inform what control measures are required.

**Seating & Ticketing**

The seating and ticketing plan must be designed to facilitate zones, while maintaining physical distancing between households or close social groups of 10 or fewer, enabling contact tracing and supporting the health and safety of facility staff and attendees. This list will be provided to Public Health to assist with any necessary contact tracing.

Some additional requirements include:

- All seating is required to be assigned in advance through a ticketing system.
• Seating must allow for a minimum of 2 metres / 6 feet between each party and/or group of seats.

• Tickets must not be sold in groups larger than 10.

• The ticket purchaser will be the primary contact used and must be able to provide the names of those in their party if there is a requirement for contact tracing.

• Tickets should be sold via an online/mobile ticketing solution. If online is not an option, the facility needs to consider alternatives such as an outside lineup with physical distancing or arrangements for individuals to pick up tickets at arranged times.

• At the time of ticket purchase, facilities should consider the opportunity to provide a disclaimer notifying the purchaser that their contact information is being collected in the event that contact tracing is required. The purchaser should agree to this requirement to finalize their order. Following the purchase, information should be provided outlining requirements for self-assessment, travel restrictions and individual public health protocols, like masking, hand hygiene and physical distancing. A summary of COVID-19 safety requirements should be on all tickets and reinforced at the venue through signage and announcements, if possible. Venues are also encouraged to make COVID-19 safety requirements available online via their website, social media and emails sent prior to the event.

• Each ticket will be assigned a zone based on location in the venue, which will indicate to the ticket holder which entrance/exit they must use as well as concessions and washroom amenities. Assigning zones based on seating location in the venue will prevent zone crossover and enable efficient contact tracing if required.

• Attendee contact information should be maintained for a minimum of 21 days in case COVID-19 is detected and contact tracing is required.

• Plans should include a seating map outlining locations of available seats for the event.
Venue Zones & Crowd Management

Physical distancing of 2 metres or 6 feet between all individuals helps reduce the spread of illness. Gatherings make this more difficult, so your plan must implement measures to encourage physical distancing across all facets of your facility and operation.

- A 2-metre / 6-foot physical distance must be maintained
  - Between families or groupings of people
  - Between staff and/or volunteers throughout the venue/event, including back of house
  - Between any booth or vendor spaces
  - Between participants/attendees
- Each ticket holder must be assigned to a zone within the facility.
- Zones are required to have their own designated washrooms, concessions and entrances/exits and outline how zones will be managed and prevent crossover between zones.
- Signage and/or colour coding system should be used to manage each zone, which can aid attendees to clearly understand zone boundaries.
- Have staff monitor line-ups to ensure physical distancing is being maintained.
- Visual cues such as drawing circles in the venue or on the grounds where seating isn't available to encourage physical distancing between households/close social groups.
- Signage should be posted throughout the facility to promote physical distancing.
- Clear directional signage for entry and exit locations should be displayed, with extra staff to monitor physical distancing.
- Signage must be posted to promote and ensure one-way traffic for entering and exiting the venue, as well as the flow of people to and from washrooms and concessions.
- Increase the distance between seating, picnic tables and benches to ensure there is a 2-metre/6-foot distance between groups.
- From the entry point through to the seating location, a mix of staff, stanchions and floor markings will be used to separate the zones and guide attendees to their seats.

Declarations

Achieving a safe venue/event requires that an effective and responsible social contract be in place with patrons. They need to participate and contribute to achieving a safe event. Events and venues should include a patron declaration step in their COVID safety plans. The following questions should be used to identify individuals with a heightened risk for transmission:

- Are you feeling unwell?
- Have you traveled outside Atlantic Canada within the last 14 days?
- Are you a close contact of a confirmed case of COVID-19?
- Are you waiting for results of a COVID-19 test?
- Are you self-isolating for any reason?

These declarations must be asked at the ticket purchase stage and upon arrival at the venue. If the guest answers 'yes' to any of these questions, they should not be permitted entry into the facility. Facilities should have a plan in place to contact local law enforcement in cases of non-compliance.

Washrooms

- Limit the number of occupants in the restroom at one time to allow for physical distancing.
- Do not allow lines or crowds to form near the restroom without maintaining a distance of at least 2 metres/6 feet from other people. Clearly post signs or markers to help attendees maintain the appropriate physical distance of at least 2 metres/6 feet.
- Ensure open restrooms are:
  - Operational with functional toilets
- Cleaned and disinfected regularly, particularly high-touch surfaces such as faucets, toilets, stall doors, doorknobs, countertops, dispensers, diaper changing tables, and light switches. High touch surfaces, like those found in a washroom, should be cleaned and disinfected twice daily at a minimum and more often if necessary.

- Cleaned and disinfected with a Health Canada-recommended disinfectant, which is stored away from children

- Adequately stocked with supplies for handwashing, including soap and water or hand sanitizer with at least 60% alcohol (for staff and older children who can safely use hand sanitizer), paper towels, tissues, and no-touch trash cans

Portable washrooms for outdoor activities

• If you are providing portable toilets (outdoor events), you must also provide portable handwashing stations and ensure that they remain stocked throughout the duration of the event. If possible, also provide hand sanitizer stations, ideally ones that are touch free

• Organizers should develop a maintenance plan in place that outlines the number of washrooms and handwashing/sanitizing stations required, the frequency of cleaning, staffing requirements, etc.

Food & Beverage Service

• Place minimum 60% alcohol-based hand sanitizer dispensers at booth for customer use.

• Use single service condiments, dispensed by staff, to avoid contamination.

• Avoid contact and maintain physical distance from customers when providing food orders.

• Consider a limited food and beverage menu that will be offered in each zone.

• Consider the option of offering food and beverage through a dedicated online/in-seat app.

• Alcohol purchases from concession stands is not permitted. In-seat service only.

• Attendees will only be permitted to eat and drink while in their seats and communication should be posted to advise on this requirement.
• All vendors must have a food permit, unless exempt. Information on food permits can be found at: https://novascotia.ca/nse/food-protection/retailers.asp

• Directional arrows and stanchions, ropes, or other form of physical crowd management will be in place at all concessions areas to facilitate physical distancing in queues.

• As an additional precaution to wearing non-medical masks within the venue, all concessions service areas will have plexiglass screens to protect staff and attendees.

• Make cashless payment options available and encouraged in all concession areas and bars.
  - If not an option, dedicate one staff person to handling money and one to food service if you are unable to adequately wash hands between tasks


**Building Sanitization**

Cleaning and disinfecting surfaces and objects help prevent the spread of COVID-19. This will reduce the chance of people becoming ill after touching dirty surfaces. Cleaning does not kill germs but helps remove them from the surface. Disinfecting refers to using chemicals to kill germs on surfaces. This is most effective after surfaces are cleaned. Both steps are important to reduce the spread of infection. Do not mix cleaning agents and disinfectants together or use multiple disinfectants together.

• Areas touched often (e.g. tables, railings, light switches, doorknobs, toilets, cash boxes, etc.) should be cleaned and disinfected at least twice daily and more often as needed

• An approved disinfectant must be used to eliminate the coronavirus that causes COVID-19. Consult the products instruction for proper dilution and use for disinfection. Consult the product’s Safety Data Sheets for storage and handling requirements. For a list of recommended disinfectants, refer to: https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html
• Items used between customers (i.e. point of sale systems) must be disinfected between each use

• Sharing of items used by venue staff, participants or performers (i.e. equipment, instruments) should be avoided

• Equipment, instruments and other items that must be shared or passed between individuals should be cleaned and disinfected at an increased frequency. If this is not possible, individuals touching these props should perform hand hygiene before and after touching the items

• Try to avoid the use and handling of cash by using contactless payment. If not possible, it is recommended you keep the cash you receive separate from the cash you use to make change. Try to round your prices to dollar values that will not require change. Have a designated area on the table for customers to leave cash

• Building mechanical ventilation systems(s) should be checked before the event, and each day after, to ensure equipment is operating as intended

• Consideration should be given to changing ventilation system air filters between events, where applicable

• At indoor events, opening windows to increase air flow when weather permits may help reduce the spread of illness

• Waste should be disposed of regularly and hands should be washed after waste removal. No-touch waste receptacles should be used

• Plan should outline the frequency of cleaning high-touch surfaces and the deep cleaning protocols used for the cleaning and sanitization of front-of-house and participant/team spaces post event

• Alcohol-based hand sanitizing stations (minimum 60%) should be located throughout the facility zones and at seating area entrance points with posted signage to support hand hygiene and respiratory etiquette
Communicating Your Plan

Ensuring attendees, clients and participants are properly informed and reminded about requirements is important to delivering a safe event and ensuring an enjoyable experience for all.

- Consider how the facility will communicate the new COVID-19 protocols to stakeholders, ticket buyers, tenants and regular users of the facility well in advance of the changes taking place.
- Use in-venue digital signage (if available), such as a video scoreboard or concourse signage, to reinforce both facility and personal hygiene protocols.
- Make announcements throughout the event to remind attendees of the protocols.
- Use facility social media channels and website to post the protocols.
- Signage throughout the facility and within back-of-house spaces to outline COVID-19 protocols, including reinforcement of the importance of monitoring for symptoms.

Employee & Supplier Protocols

Recognize the importance of keeping your staff safe and ensuring that they are properly informed and trained.

- Provide advance communication on what to expect when returning to work, including information about new procedures.
- Conduct training with facility staff and third-party suppliers to ensure they are aware of the protocols and their responsibilities for enforcement.
- Implement an employee self-assessment tool to ensure a pre-screening prior to reporting to work. Staff who feel unwell or have limitations due to travel restrictions will be asked to stay home. If an employee begins showing signs or symptoms of COVID-19 once arriving to work, they must be isolated and sent home to complete the COVID-19 self-assessment tool for further guidance.
- Staff should be restricted to entering and exiting the venue through dedicated staff entrances that require an individual sign in process to support contact tracing.
• Supplier access to the venue should be managed through a single-entry point and require sign-in.

• Require all staff, regardless of role, to wear a non-medical mask while at the venue.

• Provide cleaning stations in all common areas and staff areas, including disinfectant wipes and alcohol-based hand sanitizer.

• Post proper handwashing guidelines in all staff areas to ensure frequent reminders.

• Consider the appointment of a facility safety lead by team and shift to ensure protocols are adhered to.

• Provide safety checklists by team and shift for clear monitoring of protocols and procedures.

Venue Responsibilities

It is the responsibility of the venue and the event organizer to maintain oversight of the gathering and to ensure all persons in attendance comply with the requirement of the facility’s COVID-19 plan as well as the requirements under Nova Scotia’s Health Protection Act Order.

Inspectors will be onsite, without notice.

In the situation where a facility is renting the venue to an organization or event, it is the responsibility of the facility to ensure the facility guidelines are provided in advance and followed throughout. Facilities are encouraged to work with the organization to develop and submit a plan to the facility for review.

Event Organizer / Rental Responsibilities

The renter of the facility must ensure each event is organized and hosted within the requirements as set out in the Health Protection Act Order and within the requirements as defined by the facility. The facility is ultimately responsible for the oversight of all protocols related to their facility.
Enforcement

Government inspectors may do spot checks at facilities without notice and will request of copy of the facility and event/organizers COVID-19 plan. They will ensure the facility is following its plan and meeting public health and health and safety requirements. Failure to comply or manage the requirements of the Health Protection Act Order may result in closure of the facility and/or penalties.

If you have any questions or concerns about these guidelines you can contact the Events Nova Scotia Team.

Links

COVID-19 Prevention Guide for event organizers, theatres and performance venues
Nova Scotia’s COVID-19 website has a check list for creating a prevention plan
Link to coronavirus (COVID-19): occupational health and safety hazards
Health Protection Act Order
Self Assessment Tool
Daily Checklist