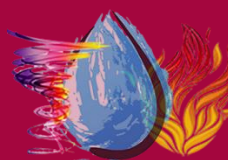




CROSSPLEX RE-OPENING GUIDE During COVID-19

City of Birmingham

October 23, 2020



HAZARD
MITIGATION
SERVICES



We are closely monitoring government policy changes, Centers for Disease Control (CDC) Guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures. A risk of exposure to COVID-19 exists in any public place or accommodation. COVID-19 is an extremely contagious disease that can cause severe illness and death. By visiting the CrossPlex and the Bill Harris Arena, you voluntarily assume all risks related to exposure to COVID-19.

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COVID-19: Facilities Guide

Introduction

As the City of Birmingham begins to re-open, leaders are tasked with finding ways to create a new “normal” for residents and visitors. It is vital for the City to create a re-opening Guide for public facilities to ensure that all operations are consistent with minimizing the spread of COVID-19. The City of Birmingham Hazard Mitigation Services Division of the Department of Planning, Engineering and Permits created this Guide to assist in exploring safer options when planning to re-open event facilities during the COVID-19 pandemic. COVID-19 creates a variety of challenges based on countless factors, including but not limited to, the size of the event, its geographic location, the physical space, and the anticipated attendees.

The goal in creating this Guide is to provide sufficient information so that all City public facilities can make an informed and reasonable decision, given the new circumstances. A portion of this Guide is adaptable and can be applied to events of any size. The focus began on live sporting events that are anticipated to begin first but also includes information that can be applied to larger events.

It is imperative to understand that there is no guarantee of an illness-free event, even if you follow every recommendation in this Guide. Planning, training, and implementing reasonable health and safety measures as outlined by the CDC are the best ways to protect participants, patrons and employees at live events, while also inspiring patrons to return to the places where we make magic happen in Birmingham.

This Guide assumes that we all want to re-open as fully and quickly as possible without unreasonably risking health or safety. A government directive legally allowing a venue to re-open does not mean it can be done safely. All parties involved have a personal obligation to behave as reasonable persons under the same or similar circumstances.

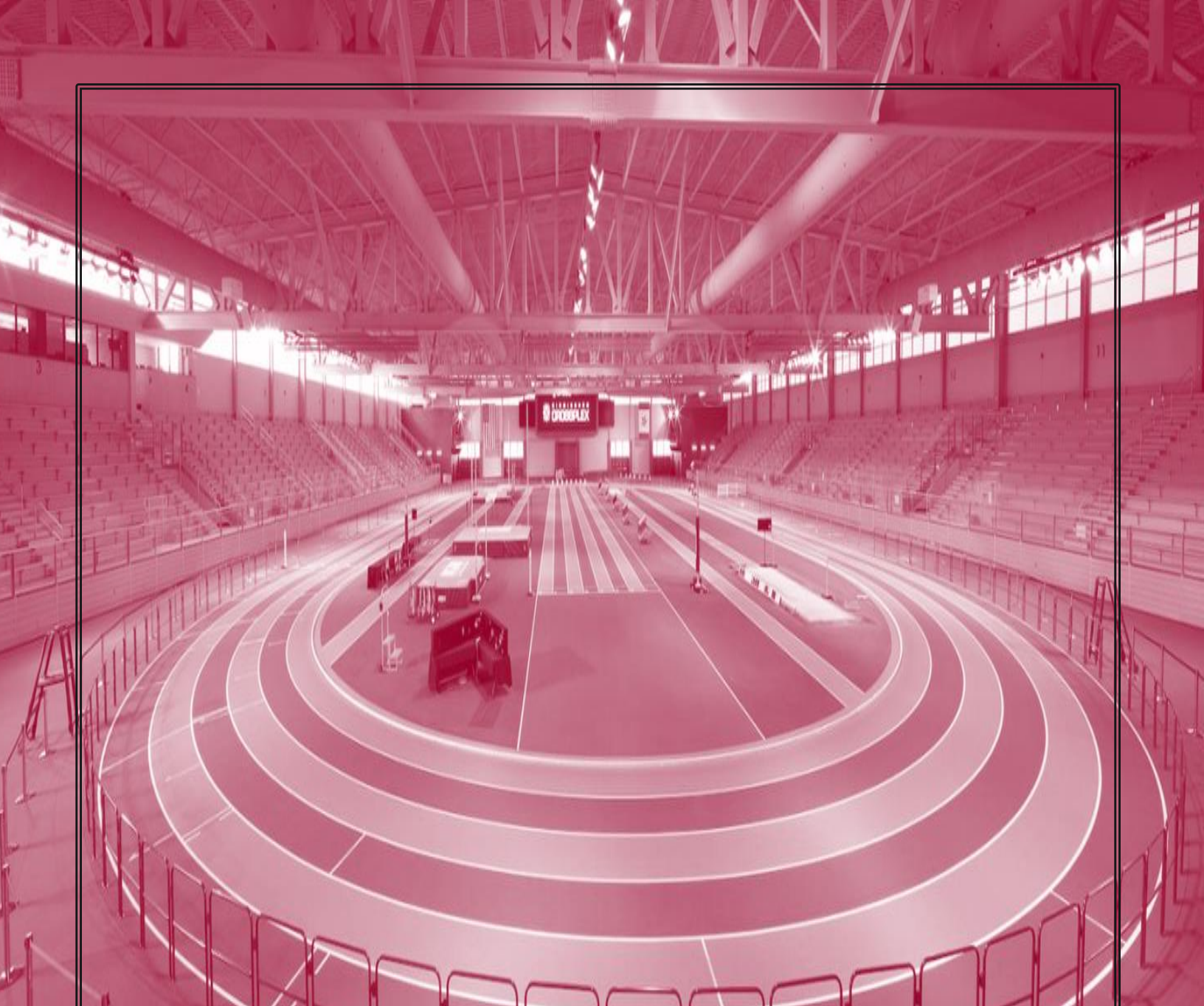
Careful decision-making is necessary because even well-intentioned safety measures have potentially significant unintended consequences. Consider, for example, risks as seemingly unrelated as COVID-19 and severe weather. If a “tornado watch” or other “severe weather” order is required against a weather hazard, social distancing may not be possible in order to protect lives. Alternate assembly areas and more egress portals will be needed to mobilize a mass evacuation. In some instances, decision makers should consider postponing or cancelling events where it is not feasible to effectively activate emergency plans without exposing employees and patrons to greater risk of transmission. As much as society is ready to get back to normalcy, the decision of when and how to re-open must be driven by a realistic assessment of the ability to resume operations safely.

Contact tracing is being used around the world to enable health authorities to track who has been to a location if an outbreak occurs. Contact tracing may be difficult and present major challenges with trying to determine the person’s initial contact to the virus with a large venue/event. Due to this, it is extremely important to limit access to certain areas and aide in minimizing social distancing requirements by monitoring the number of attendees and ensuring increased distance among patrons.

It is strongly recommended that individuals considered by the CDC to be “at-risk” not participate in events at the CrossPlex (in any capacity). For additional information regarding “at-risk” individuals, please see https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/index.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fneed-extra-precautions%2Fpeople-at-increased-risk.html.

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For the purposes of this guide, the “CrossPlex” includes the Bill Harris Arena and the CrossPlex facility, unless otherwise noted.



**SECTION 1:
CROSSPLEX
TRACK & FIELD/VOLLEYBALL**

1. CROSSPLEX ARENA (TRACK AND FIELD/VOLLEYBALL)

A. Capacity and Seating Arrangements

Facility Capacity

On September 30th, 2020, Governor Kay Ivey amended the Safer at Home Order to continue requiring facial coverings statewide. The order also limits capacity at entertainment venues to 50% (<https://governor.alabama.gov/assets/2020/09/Safer-at-Home-Order-Final-9.29.2020.pdf>). Section 10.b. of the Order establishes a maximum occupancy rate and states that “Indoor and enclosed entertainment venues shall limit occupancy to 50 percent of the normal occupancy load as determined by the fire marshal”.

The CrossPlex shall limit occupancy to 25% of the normal occupancy load as determined by the City’s Fire Marshall. Current occupancy for the Track and Field/Volleyball Arena is 4,000. Modified occupancy at 25% is 1,000.



CrossPlex Arena Seating (Track and Field/Volleyball)

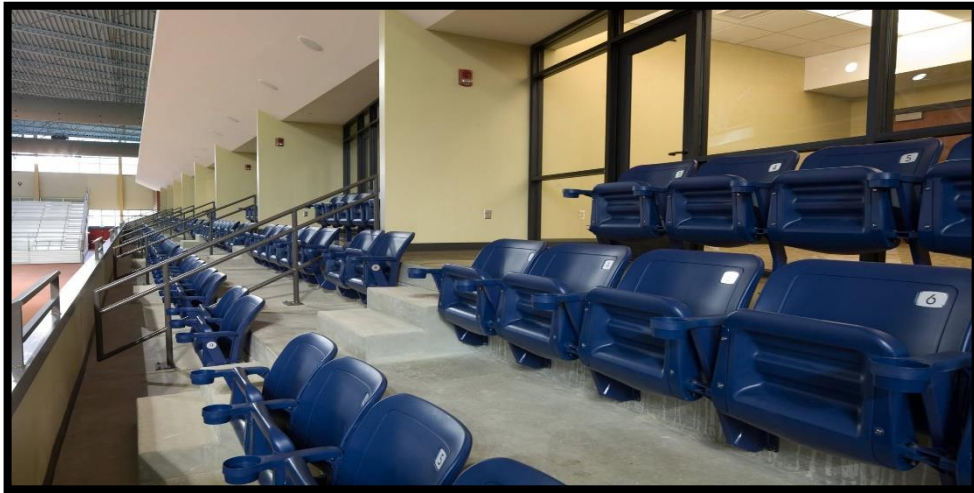
Every other row shall be unused/empty. Unused/empty seats and rows should be clearly identified with red markings, such as duct tape, or roped off. It is recommended that patrons sit in pairs of 2 and include a minimum of 4 unused/empty seats between each pair.

Student-athletes will have designated seating in the stands. This seating arrangement is recommended to minimize congestion points at the front CrossPlex entrance and in the main corridor area. Social distancing guidelines and face covering requirements shall apply to all persons seated in the grandstands.

Suites

Any patron reserving a suite must sign a COVID-19 waiver releasing the City from any liability should the patron or his/her guests’ contract COVID-19. Seating will be reduced by 10%.

Social distancing guidelines shall be posted and shall apply to all persons within the suites. Face covering requirements shall also apply to all persons utilizing the suites.



Press Box/Room

Social distancing guidelines shall be posted and apply to all employees and officials within the press box/room. Face covering requirements shall also apply.

Ushers, Staff and Volunteers

Ushers provided by the CrossPlex, Event Team Staff, City of Birmingham Employees or other participating organizations are required to attend training on CrossPlex and Bill Harris Arena seating protocols. The ushers will be responsible for guiding patrons, student-athletes, etc. to their designated seats while adhering to social distancing guidelines.

Seating for Patrons with Disabilities

Social distancing guidelines shall apply to all areas designated for persons with disabilities. Seating areas should provide sufficient seating for persons with disabilities, in addition to a companion seating area. All areas designated for persons with disabilities shall conform to all ADA federal guidelines.

B. Patron Education

"We're all in this together" describes the essential role patrons play in allowing live events to re-open safely. Because COVID-19 is highly contagious, everyone - patrons as well as employees must do their part. This section focuses on ways to educate patrons to maximize health and safety compliance and minimize disruption of the event.

Changing Expectations

Currently, there is resistance to face covering requirements and social distancing guidelines despite recommendations made by the CDC encouraging both. There is sufficient evidence showing that face coverings limit the spread of COVID-19. For this recommendation to be widely accepted, a cultural change will need to occur. Widespread messaging is a tool that can be used to help educate persons and assist in re-shaping the culture. Widespread messaging can accomplish these two primary goals: 1) patrons will learn that the new rules are for their protection, which will hopefully lead to greater compliance; and 2) transparently showing new sanitary practices will aide concerned patrons in returning to public places.

Where to Message

The following are suggested ways to reach patrons prior to their arrival at the facility:

- **Web Sites/ Social Media Channels**
 - University sites, AHSAA site, City Facility site (CrossPlex), entertainment sites, etc. should prominently display new rules and expectations and all social media channels should mimic this information
- **Ticket Purchasing Sites**
 - Should link to the health and safety rules of the facility
 - The online ticket purchases should require patrons to check a box affirming that they have read and agree to comply with posted rules
- **Emails & Push Notifications**
 - Utilized by sending information regarding the health rules and expectations at regular intervals from the date of ticket purchase through the day of the event
- **Mobile Apps**
 - Valuable means of providing directions to patrons regarding the health rules and expectations of the facility
- **Signage**
 - Should be used to further remind patrons of the facility's health rules and expectations
- **Ticket Scanning/Bag Check**
 - Excellent places to post health rules and model compliance
 - Should also be marked clearly to enforce social distancing
- **Guest Services Staff & Volunteers**
 - Make the event more personal by smiling and greeting visitors while reminding them of the health and safety rules
 - Encourage compliance by modeling good/proper behavior

How to Message

The following are suggested methods for providing information on COVID-19:

- **Marketing Staff**
 - Use creativity to promote health guidance without being intimidating
- **Photos & Videos**
 - Use by showing patrons enjoying the facility even while following health rules
- **Storyboards**
 - Use to show how the facility is sanitized so patrons understand the process and personalize the employees keeping them safe
- **Announcements**
 - Use both audible and visual communication methods to accommodate people with sensory challenges and different languages.

Clear Bag Policy

In addition to the COVID-19 protocols, it is recommended that the CrossPlex implement a Clear Bag Policy for all events. Patrons are encouraged not to bring any types of bags inside the CrossPlex; however, the following bags will be permitted:

- Bags that are clear plastic, vinyl or PVC and do not exceed 12" x 6" x 12"
- One-gallon, clear, plastic freezer bags (Ziploc bag or similar)
- An exception will be made for medically necessary items after proper inspection by event staff

An approved logo, no larger than 4.5" x 3.4" may be displayed on one side of a permissible clear bag.

Prohibited bags include, but are not limited to: purses, briefcases, backpacks, cinch bags and fanny packs that are not clear and/or exceed the size restriction; luggage of any kind; computer bags/cases; camera bags/cases; binocular bags/cases or any bag larger than the permissible size.

Patrons will continue to be able to carry items allowed into the CrossPlex in a permissible clear bag (such as binoculars and cameras).

This policy pertains to bags and is not an all-inclusive list of items that are prohibited from being taken into the CrossPlex.

C. Employee/Volunteer Health and Hygiene

COVID-19 is a highly contagious virus and there is currently no vaccine to prevent its spread. Understanding this is vital to the success of re-opening any City facility. Employees and volunteers must be aware of the health risks of working in close confines and adhere to all COVID-19 health guidelines.

Risk Management Coordinator

This Guide recommends that the Risk Management Coordinator of the Occupational Health Division of Human Resources for the City of Birmingham be responsible for implementation of health and safety protocols for City employees. The following functions describes the role of the Risk Management Coordinator:

- Coordinate, communicate, and assist in the implementation of public health Guidelines
- Work closely with the Director to develop and implement facility health plans
- Ensure that existing safety plans are modified in accordance with new health guidelines
- Assist in the creation of employee training that applies current information regarding hazards and infection control measures, including social distancing, handwashing and the disinfection of high-touch areas
- In conjunction with the Director, the Risk Management Coordinator will implement guidelines for employees and patrons that enter the facility during the COVID-19 pandemic

Practices for Healthy Employees & Volunteers

- **Social Distancing**
 - Public health guidance insists that whenever possible, everyone should leave at least six feet to the person closest to them. If a task cannot be completed working alone, exposure can be limited by forming a "work team" where people routinely work together but maintain their distance from everyone else.
- **Hand Washing**
 - Frequent hand washing with soap is a vital part of fighting the spread of any virus. Where there is a sink available, employees should wash their hands for twenty (20) seconds at least every 60 minutes, and dry thoroughly with a disposable towel. As backup, employees may use sanitizer containing at

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least 60% ethanol or 70% isopropanol. Employees should also wash their hands at the beginning and end of each shift and break, after using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, or drinking.

- **Gloves**

- It is imperative that employees understand that gloves are not a substitute for regular, consistent hand washing. Gloves made of vinyl/similar non-absorbent material that allow fine motor function without the possibility of contaminating the wearer's hands should be worn when conducting health checks on employees/patrons, handling food, tickets, or any items on which infections can be transmitted, and when using cleaning or disinfecting products.
- Employees should be trained on the proper use of gloves, including frequency of disposal and hand washing based on the employee's specific duties, to avoid spreading the virus in high-touch areas.



- **Face Coverings**

- Another essential form of protection is covering the mouth and nose area of the face. Cloth face coverings should always be worn due to a) COVID-19 is spread through respiratory droplets and b) a significant number of infected people show no outward symptoms of illness.
- To ensure maximum comprehension and compliance, signage posted throughout the facility should show how to wear and use a face covering, including these points:
 - Wash your hands before putting on a face covering
 - Put the same side against your face each time to avoid wearing the “contaminated side” against your nose and mouth
 - Remove your face covering using the straps to avoid touching the part that protects your face
 - Wash cloth face coverings after each use, and wear other masks only according to the manufacturer's specifications

- **Personal Protective Equipment (“PPE”)**

- PPE should be used to minimize the risk of exposure to COVID-19.
- Employers should ensure that in addition to face coverings and gloves, employees and volunteers have PPE appropriate for their tasks and that vendors and independent contractors provide and use their own.

- **Touching Your Face**

- It is critical that employees and volunteers avoid touching their eyes, nose, and mouth.

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- Microphones, headphones, and other personal equipment should not be shared, and should be sanitized before and after each use.
- **Cough & Sneeze Etiquette**
 - Employees and volunteers should cover their cough or sneeze with a tissue, elbow or shoulder, followed by thorough handwashing.
- **Screening**
 - It is strongly recommended that a COVID-19 health screening process be implemented for employees and volunteers prior to the event. This includes officials, athletic trainers, timers, judges, ticket takers, concession workers, volunteers, etc.
 - Designated staff should ask 2-3 health screening questions prior to entry into the facility and use evaluation criteria in consultation with local health officials.

Practices for Sick Employees & Volunteers

The following recommended practices for sick employees and volunteers presume a degree of supervisor oversight and control over employees and volunteers that may be difficult when using independent contractors. Where possible, the City should consider incorporating health and safety requirements into their independent contractor agreements and must follow CrossPlex isolation protocol for employees and patrons who present symptoms during events held at the CrossPlex. **See- Isolation Areas Below**

- **CrossPlex and Event Staff Employees and Volunteers**
 - All employees and volunteers must notify their supervisor and stay home if they have symptoms of acute respiratory illness consistent with COVID-19.
 - The symptoms of COVID-19 include fever, cough, chills, muscle pain, headache, sore throat, or shortness of breath.
 - Supervisors should be notified as soon as symptoms are present and follow the Isolation Protocol. **See below.**
- **Isolation Areas for Employees and Volunteers (COB, CrossPlex and Contract Employees)**
 - If an employee should present COVID-19 symptoms while at work, the First Aid Area is the designated isolation area until the employee or volunteer can leave or be transported to a hospital or health clinic, if necessary.
 - If an employee or volunteer exhibit symptoms of acute respiratory illness upon arrival to work or become sick during the day, his/ her supervisor must separate him/her from other employees and volunteers and send him/her home or to a designated isolation area immediately.
 - City of Birmingham supervisors must notify the Risk Management Coordinator immediately if a City employee displays symptoms of COVID-19 while working to determine next steps.
- **Contract Employees**
 - Contract employees should notify their assigned supervisor to determine next steps and notify the Director and wait in the isolation area until they can go home or be transported to a hospital or health clinic if necessary.
- **Documentation**
 - The supervisor should document the circumstances of the employee or volunteer's illness to help with contact tracing where applicable.
 - All contact tracing information should be provided to the City of Birmingham Risk Management Coordinator to determine if a City employee was exposed to COVID-19. Contract employees and other volunteers should report to Jefferson County Department of Health for contact tracing.

- **Returning to Work**
 - Employees with symptoms of acute respiratory illness associated with COVID-19 may return to work after medical authorization is received by the City of Birmingham Human Resources Department.
 - Contract employees and volunteers with symptoms of acute respiratory illness associated with COVID-19 may return to work after medical authorization is received by the Facility Manager and approved by the City of Birmingham Human Resources Department.
- **Procedural Response to COVID-19**
 - It may be illegal to provide the infected employee or volunteer's name or other information that could be used to determine his/her identity. Consult the Jefferson County Department of Health and the City's Human Resources policy regarding reporting protocols.
 - Determine what areas of the facility were visited, used, or impacted by the infected employee or volunteer and properly clean and sanitize those impacted areas.
 - Assist the Jefferson County Department of Health with contact tracing efforts. If applicable, notify any impacted employee or volunteer that may have encountered the infected employee or volunteer.
 - Any City employee who tests positive for COVID-19 should remain in home isolation for not less than 14 days after symptoms begin, should follow health authority guidance and should not return to the CrossPlex for any event unless cleared by the Human Resources Department.

D. Sanitizing the Facility

Sanitizing High Touch Areas

When the facility opens, surfaces and objects that are touched frequently, such as the ones listed below, should be regularly disinfected using products approved by the applicable health authority. These areas should be sanitized at least every 30 minutes and each cleaning should be documented for each area:

- **Public Areas** (lobby, hallways, dining and food service areas)
 - Door handles, handrails, push plates
 - Barricades the public may touch
 - Handrails for stairs and ramps
 - Elevator buttons - inside and out
 - Reception desks and ticket counters
 - Telephones, point of sale terminals and other keypads
 - Tables and chairs, including highchairs and booster seats
 - Trash receptacle touch points
 - Benches
- **Restrooms** (including locker rooms)
 - Door handles and push plates
 - Sink faucets, counters and toilet handles
 - Lids of containers for disposal of women's sanitary products
 - Soap dispensers and towel dispenser handles
 - Trash receptacle touch points
 - Staggered restroom cleaning is recommended
- **Kitchen and Food Preparation Areas**
 - Handles of all kitchen equipment doors, cabinets, push plates
 - Counter surfaces

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- Light switches
- Handles of sinks, including handwashing sink and mop sink
- Cleaning tools and buckets
- Trash receptacle touch points
- **Hospitality and/or Officials' Room**
 - Door handles and push plates
 - Sink faucets
 - Tables and chairs
 - Trash receptacle touch points
 - Counter surfaces
 - Light switches



Suites

All suites should have at least 2 handwashing stations with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol. These stations should allow no-touch activation if possible. Employees must regularly confirm there are adequate supplies for the handwashing stations.

Locker Rooms

All locker rooms should have at least 2 handwashing stations with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol. These stations should allow no-touch activation if possible. Employees must regularly confirm there are adequate supplies for the handwashing stations. The locker room should be cleaned and sanitized as necessary or at least every 30 minutes.

Cleaning and Disinfecting

All employees assigned to the Cleaning Team should be trained on proper cleaning techniques to reduce and prevent the spread of COVID-19.

- **Cleaning** removes dirt and impurities from surfaces and objects and may lower germ counts by removing but not necessarily killing them.
- **Disinfecting** reduces and kills germs on surfaces and objects. Because disinfecting does not necessarily clean the surface, cleaning and disinfecting are both essential.
- **Cleaning Technique.** Clean high-touch areas by using water and soap or cleaning solution to remove dirt and impurities from surfaces and objects and reduce germ counts.
- **Disinfecting Technique.** High-touch areas should be disinfected using materials effective against COVID-19. To quickly disinfect a seating area between events, electrostatic cleaning is a means of spraying a fine mist of positively charged disinfectant particles that adhere to surfaces and objects.
- **Following the Manufacturer's Instructions for Cleaning Equipment.** In all instances it is important that cleaning procedures follow the manufacturer's instructions. This will increase the likelihood of a thorough cleaning while not damaging the equipment or voiding a warranty.
- **Disposal.** Place gloves and other disposable items used for cleaning and disinfecting in a bag that can be tied before disposing of them with other waste.
- **Frequency.** The frequency of cleaning high-touch areas should be determined based on the surface or object and how it is used, applying guidance from local health authorities, as necessary or at least every 30 minutes.
- **Documentation.** Documenting that health and safety practices were followed at the correct intervals can help show that the City behaved reasonably under its circumstances. A supervisor should ensure that cleaning logs are carefully entered

and preserved for reference. Events that contract to use a facility should request a copy of the facility's cleaning and disinfection plan.

Handwashing Stations

Handwashing stations should be adequately spaced throughout the facility. Stations must be supplied with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol. These stations should allow no-touch activation if possible. Employees must regularly confirm there are adequate supplies for the handwashing stations.

Equipment

Equipment should be cleaned and sanitized throughout the event (it is recommended that equipment be sanitized after each use).

- **Cleaning equipment.** To clean equipment with faster turnaround times, it is recommended that disinfectants from the CDC 'List N' of effective disinfectants are used (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-coronavirus-covid-19>). It is critical to follow manufacturer and CDC recommendations for the correct application and contact time for each cleaning product to maximize efficacy against the virus.
- **Track Equipment.** Common equipment (poles, shots, javelins, blocks, pads, etc.) used by student-athletes should be disinfected/sanitized after each participant.
- **Volleyball Equipment.** It is recommended that the courts, balls, and benches are sanitized/disinfected between matches. It is recommended that the courts, balls, and benches are sanitized/disinfected between matches.
- **Water coolers.** It is recommended that student-athletes, coaches and officials not share water coolers, drinking stations, water bottles, cups or other drinking devices while participating in an athletic activity.

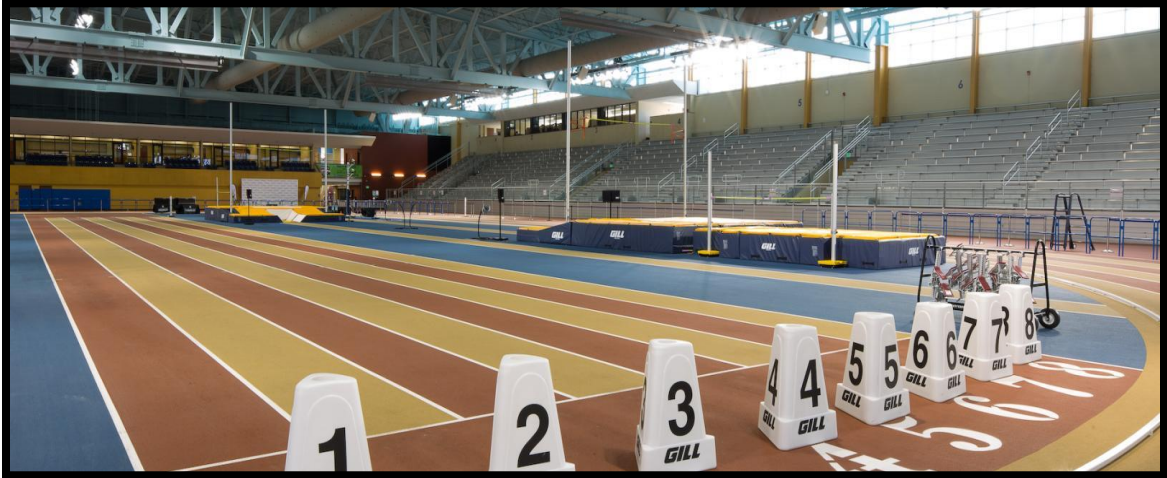
Facility Cleaning

It is recommended that the facility be evacuated of non-essential meet personnel and be sanitized between sessions. If time allows, the grandstand seating area should also be sanitized/disinfected.

E. Student-Athletes, Coaching Staff, Support Staff, Officials, Etc.

Testing

- **NCAA Organizations.** All NCAA student-athletes, coaches and university support staff participating in an event at the CrossPlex should be tested for COVID-19 within 72 hours of the scheduled event. No student-athletes, coaches or university support staff with a positive COVID-19 test within 10 days of the event will be allowed at the facility, unless two negative test results can be provided. In addition, no student athletes, coaches or university support staff displaying COVID-19 symptoms will be allowed at the event.
- **Other Organizations.** It is highly recommended that all other student-athletes (AHSAA, NAIA, NJCAA, etc.), coaches or support staff are tested for COVID-19 within 72 hours of the scheduled event. No student-athletes, coaches or support staff with a positive COVID-19 test within 10 days of the event will be allowed at the facility, unless written medical clearance is provided by the medical provider (and approved by the event host). In addition, no student athletes, coaches or support staff displaying COVID-19 symptoms will be allowed at the event.



Sidelines

Only student-athletes, coaches (including equipment staff and medical staff), officials and 1 photographer and 1 videographer (per University or organization) are allowed on the sidelines during an event. No parents or spirit teams are allowed on the sidelines (unless the parent is a registered volunteer or coach and the spirit team is competing in the event).

While on the sidelines, social distancing guidelines and face covering requirements should be utilized, where possible, for student-athletes, coaches (including equipment staff and medical staff), officials, photographers and videographers. Team bench areas (if applicable) should be arranged so access is limited to team personnel only.

Pre-event activities

Pregame interactions between teams should be limited and social distancing guidelines and face covering requirements shall apply.

Post-event activities

To reduce the spread of COVID-19, student-athletes and coaches should avoid physical contact at the completion of the event by remaining on their respective sidelines. Procedures for post-event gestures of sportsmanship should be discussed and agreed upon by coaches, officials and facility manager.

Recruits

At no time before, during or after the game, are recruits allowed on the sidelines. Each University or organization should provide a designated seating area in the facility for recruits and their families. Social distancing requirements should apply to the seating areas.

Additional Guidelines for Indoor Track Events

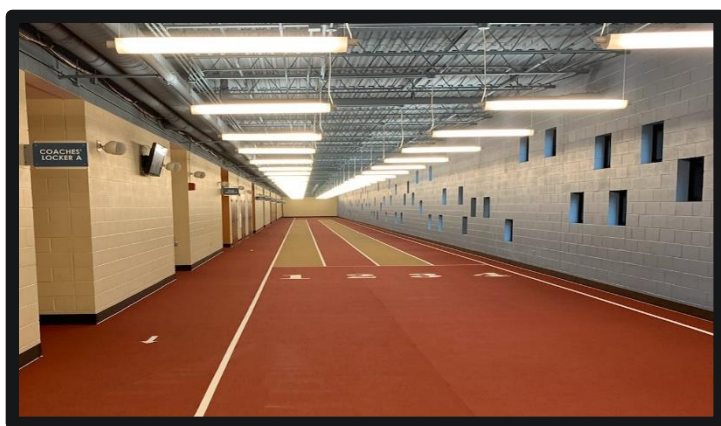
Student-athletes are required to wear a face covering when not warming up or participating in an indoor track event. It is recommended that student-athletes bring a lanyard or other device to hold the face covering while participating (no face covering should be placed on the ground/floor, left unattended or left with another individual).

The following protocols are recommended for indoor track events:

- All events should utilize social distancing guidelines where possible. Common equipment (poles, shots, javelins, blocks, pads, etc.) used by student-athletes should be disinfected/sanitized after each participant.

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- It is recommended that the facility be evacuated of non-essential track meet personnel and be sanitized between sessions.
- Events should be scheduled in order to minimize chances that simultaneously conducted events occupy the same space where the ability to properly social distance is impacted.
- It is recommended that all heat sheets and results are posted online.
- **Team Check-In.** Coaches should check-in participating teams at the designated area. Coaches should follow social distancing guidelines and adhere to face covering requirements while in line. It is highly recommended that team's check-in at staggered intervals to minimize congestion.
- **Volunteers & Officials Check-in.** Volunteers and Officials should have a designated area for check-in. This area should not be located at the participant entrance or the coach check-in area to minimize congestion and congregating. Volunteers and officials should practice social distancing guidelines and adhere to face covering requirements while in line.
- **Student-athletes Spike Check.** It is recommended that at least 2 areas are designated for spike check to minimize congestion and congregating. It is also recommended that multiple volunteers are stationed in these areas to complete the spike check process, monitor lines for social distancing and monitor student-athletes for facial covering compliance.
- **Warm-up Area (Room and Floor).** The warm-up room shall only be available for student-athletes and shall be strictly monitored by volunteers and staff. Social distancing guidelines and face covering requirements shall apply unless the student-athlete is actively involved in an athletic activity. No congregating or "hanging out" is

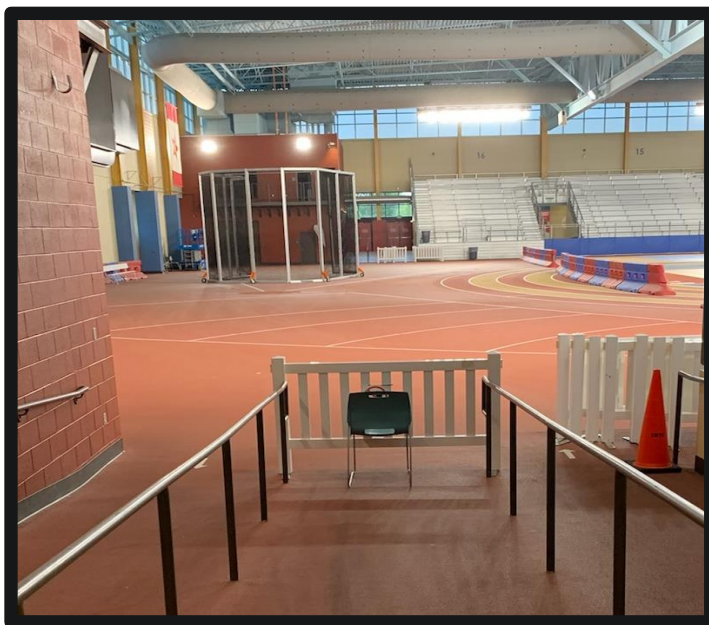


allowed in the designated warm-up areas. It is recommended that capacity be limited to less than 100 student-athletes at a time in the designated warm-up room.

- **Training Room.** The training room shall only be utilized by designated training staff and student-athletes. There should be no more than 4 people total in the room at a time. Training tables should be spaced at least 6 feet apart. Face covering requirements shall apply within the training room. Tables must be sanitized/disinfected after each use.
- **Clerk Room.** Tables in the clerk room should be spaced at least 6 feet apart. All tables should be sanitized/disinfected every 30 minutes. Student-athletes should not congregate in this area. Social distancing guidelines and face covering requirements shall apply to all persons in the clerk room.
- **Track/Floor Area.** Only student-athletes and designated coaching staff, volunteers, officials and facility employees are allowed on the track/floor area. At no time shall any person use the track/floor area to congregate. This area shall only be used for events and for warm-ups. Social distancing guidelines and face covering requirements shall apply to all persons in this area, except when actively engaging in athletic activity. At no time are any parents or spectators allowed in this area (unless they are part of the coaching staff, volunteers, officials or facility employees). It is recommended that some form of identification be provided for persons who need to access this area. Volunteers and/or facility staff will monitor all ingress/egress points

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for the track/floor area. Only persons with proper identification will be allowed in this area. It is highly recommended that student-athletes enter at one point and exit at another point.



Additional Guidelines for Indoor Volleyball Events

Volleyball teams shall only warm-up in designated areas, including the middle courts and the open track area underneath the information board. There should be no interaction among the teams during warm-ups.

Only student-athletes and designated coaching staff, volunteers, officials and facility employees are allowed on the track/court area (unless they are part of the coaching staff, volunteers, officials or facility employees). At no time shall any person use the track/court area to congregate. This area shall only be used for events and for warm-ups. Social distancing guidelines and face covering requirements shall apply to all persons in this area, except when actively engaging in athletic activity.

At no time are any parents or spectators allowed in this area (unless they are part of the coaching staff, volunteers, officials or facility employees). It is recommended that some form of identification be provided for persons who need to access this area. Volunteers and/or facility staff will monitor all ingress/egress points for the track/court area. Only persons with proper identification will be allowed in this area. It is highly recommended that student-athletes enter at one point and exit at another point.

Additional Resources

Additional resources can be found at the following sites:

Alabama High School Athletic Association (AHSAA) www.ahsaa.com

National Collegiate Athletic Association (NCAA) www.ncaa.org

National Association of Intercollegiate Athletics (NAIA) www.naia.org

National Junior College Athletic Association (NJCSAA) www.njcaa.org

F. Parking

Parking is an important part of hosting a successful event. Parking at the CrossPlex will operate mostly in the same capacity as it always has, however, there are some changes that will be made to maintain social distancing.



Patron Parking

- Encourage patrons to continue moving through the parking lot and maintaining 6 feet from others when leaving their vehicle.
- The parking lot at the CrossPlex will be a modified layout, reconfiguring the spaces to limit congregation points and ensure proper separation of patrons.
- If there are multiple events on the same day, patrons will be directed to park in the parking area closest to their event.
- Every other parking space will be closed for parking and clearly identified.
 - This provides enough space between two vehicles to maintain 6 feet of separation, even if both patrons are exiting at the same time.
- Event day cash transactions for parking shall require the patron to wear a face covering while the vehicle window is down and while interacting with the parking cashier. All parking cashiers shall wear gloves and face coverings. Exact change for parking admission is strongly encouraged.
- Parking attendants who do not receive money or scan electronic parking passes are not required to wear to gloves.

Employee, Volunteer and Media Parking

- All employees/volunteers/media should park in the assigned parking area with clearly identified spacing.
- Employees/volunteers/media should continue moving through the parking lot and maintain 6 feet separation from others when leaving their vehicle.
- Employee/volunteers/media parking spaces should be reconfigured to limit congregation points and ensure proper separation of employees.

G. Patron Ingress/Egress

Patron Ingress

Patrons' experience at the CrossPlex should match the health guidelines they consistently receive beginning with their first ticketing experience or social media engagement. All patrons entering the CrossPlex must wear a face covering.

Staggered Entry. The CrossPlex should consider ways to schedule staggered ingress to minimize lines for security, bag check, and ticket scanning. Consider the following to spread arrival times and manage demand at the entrance:

- Events with a specific start time could schedule patron arrival times.
- During the ticketing process, patrons could select their ingress time and location.

Tickets. The CrossPlex strongly encourages the purchase of presale tickets. Tickets can be purchased from the contracted ticketing agency.

- Electronic tickets can be scanned by ticket-takers wearing face coverings and gloves, or patrons could check themselves in at self-service kiosks in designated areas.
- If paper tickets are purchased, they should be scanned and disposed of by the patron. The goal is to limit physical contact between patron and employee.
- The AHSAA offers a contactless, digital ticketing platform. It is highly recommended that all AHSAA events at the CrossPlex use this platform for ticket sales.
<https://gofan.co/app/school/AHSAA>

Space Requirements. Additional space may be required to accommodate longer but less densely packed lines waiting to enter the facility.

- **How Much Space.** Use the 6-foot social distancing model.
- **How to Queue.** The line waiting to enter can be managed using common methods such as lines marked on the ground (including social distancing floor stickers), rope and stanchions, and fencing in combination with employees who provide information about anticipated wait time and ingress procedure and also enforce social distancing. The area where patrons wait should have signage showing the event's health rules, including social distancing guidelines and face covering requirements.



Screening. Once patrons reach the front of the line outside the facility, it is strongly encouraged that a new screening process should be implemented, including health screening questions and bag checks.

- **Health Screening Questions:** This should be done prior to the patron entering the facility. An employee should ask 2-3 screening questions and use evaluation criteria in consultation with local health officials.

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- **Bag Check.** To avoid touching personal items, CrossPlex and Event Staff should enforce the small clear bag policy in which patrons open their own bags for inspection (see Patron Education for the Clear Bag Policy).

Magnetometers and Pat-Downs. Walk-through magnetometers are effective at detecting metallic objects while allowing security employees to maintain social distance. Hand wands are a less costly alternative which still allow no-contact metal detection, but they require the security employee to be closer than six feet (two meters) from the patron, so they are less optimal from a health perspective. Pat-downs are obviously least sanitary, and facilities may deny admission to patrons who repeatedly activate the magnetometer rather than putting hands on patrons. Any employee conducting a pat-down search **MUST** wear a face covering and gloves and have access to a hand sanitizing station.

- **Security Employees (Including Ticket Takers).** Security employees and ticket takers will be required to wear face coverings and gloves whenever they are among patrons, both for their own health and to model safe practices. Because contaminated gloves spread COVID-19 the same as contaminated hands, employees should avoid touching tickets or patrons unless their task requires it. If touching does become necessary, the employee should immediately discard the gloves, wash their hands, and put on fresh gloves before resuming work.

Sanitizer/Handwashing Stations. Once a patron has presented their ticket and entered the facility, stations with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol should be provided. These stations should allow no-touch activation if possible. Employees and/or volunteers should be appointed as hand sanitizer monitors at points of ingress to ensure that all patrons enter with clean hands. Sanitizer stations and portable hand washing stations should strategically be stationed throughout the facility along with messages and signs about hand washing.

Disability Accommodations. COVID-19 health screening measures may require new accommodations for persons with disabilities. For example, deaf patrons who read lips may require screening from an employee wearing a clear face covering or one with a see-through window over their mouth. With the CrossPlex operating at 25% capacity for all events, they should confirm that enough accessible seating, including companion seats, to comply with disability laws are available. Patrons whose disability makes them unable to wait in a long line may need a more expedited access procedure. In order to remain compliant with applicable laws and provide reasonably accessible events for all patrons, this Guide recommends consulting with City's ADA Coordinator.



Patron Egress

Scheduled Egress at Conclusion of Event. Social distancing likely requires that egress be managed the same way passengers exit an airplane at the end of their flight. After events that have a definite end, such as sporting events, patrons nearest the exits should leave first, by row or section, to clear space for patrons' further inside to follow. This will require employees and volunteers to ensure that patrons understand the procedure and comply with social distancing requirements until they are in their vehicles or otherwise outside the facility doors.

Emergency Egress. The goal of maintaining six feet between people would become a distant secondary consideration if there is a clear and imminent danger requiring an emergency evacuation. Even during this pandemic, emergency egress plans should reflect that moving patrons away from the most urgent hazard is the first order of business. See page 4 for additional information.

Elevator. No more than 3 persons should be allowed on any elevator. The elevator should be sanitized with disinfectant spray as often as possible.

Suites. Social distancing guidelines and face covering requirements shall apply to all persons within suites. Each suite shall have at least 2 handwashing stations with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol. These stations should allow no-touch activation if possible.

Patron Isolation Protocol. If a patron should present COVID-19 symptoms while at the CrossPlex, he/she should immediately report to the First Aid Area until able to leave the stadium safely or be transported to a hospital or health clinic if necessary.

H. Employee and Volunteer Ingress/Egress

Event organizers should consider ways to schedule staggered ingress/egress of employees to minimize lines for clock in/out. Measures should be taken to spread arrival times and manage demand at the entrance/exit.

Employee Clock-in/ Clock-out

- Employees and volunteers should be screened prior to the event for COVID-19 related symptoms. This includes officials, athletic trainers, timers, judges, concession workers, caterer, concession workers, etc.
- Employees and volunteers will have a set arrival schedule and will sign-in using their employee number. Events with a specific start time should schedule stagger employee arrival times to allow distance between ingress of employees/volunteers clocking in, to enforce social distancing and prevent congregation. When confirmed for the shift, each supervisor will be responsible for providing the employee/volunteer with the assigned clock-in time prior to arrival to the stadium.
- When an event ends staff should consider staggered schedules for clock out procedures and egress of employees/volunteers.
- Assigned staff will be responsible for managing these areas and clocking employees in and out in a timely manner. Employees will not be allowed to clock themselves in/out without assistance from the assigned staff.

Face Coverings and Glove Requirements. Employees and volunteers are required to wear face coverings and gloves at ingress/egress points. Employees and volunteers are responsible for securing their own face coverings and gloves.

Employee Isolation Protocol. If an employee or volunteer should present COVID-19 symptoms while at the CrossPlex, he/she should immediately report to the First Aid Area until able to leave the stadium safely or be transported to a hospital or health clinic if necessary.

I. Food, Beverages and Merchandise

All concessions staff, food and beverage vendors and merchandise vendors shall practice social distancing guidelines and wear face coverings. All concessions staff and vendors shall be subject to the guidelines for employees and volunteers.

Highly trafficked corridor areas where patrons congregate should be monitored to enforce health policies. Below are some ways to remind patrons of the importance of social distancing:

- High conspicuity gaff tape on the floor, or spray chalk, survey flags, and cones for outdoor spaces, to mark a six-foot separation.
- Rope barriers and stanchions to physically separate patrons.
- Open areas patrolled by employees performing the guest services functions of providing information, enforcing rules, and modeling healthy behavior.
- Messaging to patrons before and during the event through electronic messaging and physical signage.
- Messaging by the loudspeaker/press box during the event.

Intermission

Intermission presents the same social distancing challenges as ingress and egress, with the distinction that some patrons will remain seated. For patrons who choose to get up, they will have to be led out from back to front, and patrons will not be allowed to congregate inside or outside restrooms or near concession stands (except in approved lines and eating areas).

Food and Beverage Vendors

Food and beverage vendors shall be spaced a minimum of 10 feet apart.

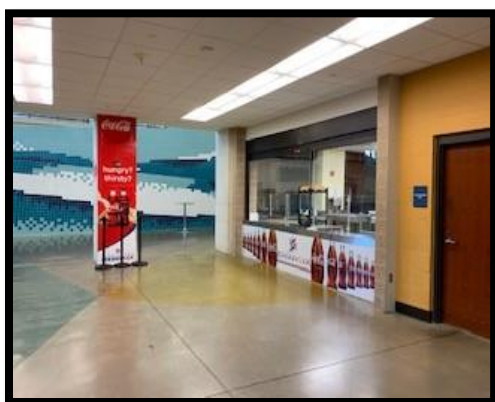
Food and Beverage Service

- **Ordering.** Menus can be posted electronically or posted on menu boards outside the concession areas. Patrons will have the option to order via cellular device.
- **Concession Windows.** All concession stands will have protective plexiglass shields to protect cashiers and customers. It is recommended that at all concession stands, only every other window shall be open for service. This will allow for proper social distancing at concession lines.
- **Counter Service.** At concession stands, the number of counter staff should be limited, consistent with social distancing guidelines. Employees should place food and beverages on the table, counter, or other surface rather than handing purchases directly to patrons. There will be a separate pick-up location designated for customers that order via cellular device.
- **Partitions.** Where practicable, physical barriers such as clear plastic partitions should be installed at registers and at food ordering stations.
- **Point of Sale Terminals.** The CrossPlex strongly encourages all food or beverage transactions to be conducted electronically. POS terminals should be assigned to one

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employee and should be sanitized between each user and before and after each shift. Employees who handle money should wear gloves and should not serve food or beverages. Where a point of sale system requires a signature or entry of a PIN, a disposable wooden stylus may allow a touchless transaction.

- **Self-Serve Prohibited.** Employees should place requested items on the counter for patrons to reduce touching of food or packaging. For this reason, self-service buffets, even with clear breath guards, will be prohibited.
- **Beverage Packaging.** Formerly self-service fountain drinks can be replaced with bottled or canned beverages or served with lids by staff inside the concession stand/area.
- **Condiments.** Condiments should be served with food orders only at patrons' request, in disposable single-use packages.
- **Note: Additional Waste.** A likely consequence of more sanitary food and beverage practices is additional trash and recyclable material. It will be important to dispose of trash more regularly.
- **Separate Entry and Exit Points.** If possible, send patrons away from the food and beverage areas in a different direction than the way they entered.
- **Food Preparation.** Food items shall be prepared in designated food preparation kitchens only. Food preparation areas shall not be open to the public.
- **Beverage Barrels.** Access to beverage barrels shall be limited to servers/attendants only. At no time shall patrons be allowed access to beverage barrels.
- **Suites, Press Box and Hospitality Rooms.** A physical barrier such as clear plastic partitions should be installed in all food service areas to separate patrons from the food and the food server/attendant. All food servers/attendants shall wear gloves and face coverings at all times. At no time shall patrons be allowed to serve themselves or enter the food service area.



CrossPlex event organizers should contractually require that merchants present their own infection mitigation plan as a condition of engagement to work the event.

High-Touch Items Related to Food and Beverage Service

Safe service of food and beverages will require frequent sanitization of many small items, such as the following:

- Bottle and can openers
- Cutting boards
- Grill scrapers
- Ice buckets

- Ice scoops
- Knives
- Ladles
- Measuring cups and spoons
- Pots and pans
- Pour spouts
- Serving spoons
- Spatulas
- Squeeze bottles
- Tabletops
- Tongs
- Wine keys

Merchandise

- **Contactless Ordering.** Items for sale can be posted on a web site or event app that allows for mobile ordering and on-site pickup.
- **Gloves and Masks.** The CrossPlex should offer the sale of gloves or masks to patrons and employees.
- **Queuing.** Mark merchandise sales lines on floor, with barricades, or rope and stanchions, patrolled by guest services employees to provide information and enforce social distancing.
- **Touchless.** No trying on merchandise. Only employees may touch items for sale and to show the size of merchandise.
- **Contactless Payment.** Point of sale systems that use Apple Pay or a similar app eliminate the need for employees to touch patron credit cards.
- **Final Sale.** No returns or exchanges. All sales are final.
- **Spacing.** Merchandise sellers must be spaced far enough from each other so patrons can wait in line while maintaining social distance and not block access for pedestrians passing by.

Banquet Room/Meeting Room

A physical barrier such as clear plastic partitions should be installed in all food service areas to separate patrons from the food and the food server/attendant. All food servers/attendants shall wear gloves and face coverings at all times. At no time shall patrons be allowed to serve themselves or enter the food service area. Social distancing guidelines shall be posted and apply. Face covering requirements shall also apply.

J. No Standing Policy

In order to prevent crowds from congregating and potentially spreading COVID-19, the CrossPlex will promote and enforce a No Standing Policy. Standing and congregating in highly trafficked areas, including concourses, concession areas, restrooms, stairwells, aisles, corridors, etc. will be strictly prohibited. Patrons will be subject to removal from the CrossPlex if strict adherence to these guidelines is not followed.

Patrons will be allowed to stand at designated high-top tables in the main concourse while eating; however, it is recommended that they do not congregate for longer than necessary for food consumption or with other patrons that are not members of the same household.

Patrons will be allowed to sit on designated benches throughout the main concourse; however, it is recommended that they do not congregate longer than necessary for food consumption or with other patrons that are not members of the same household.

Patrons will be allowed to stand in line for restrooms and concessions; however, they must adhere to social distancing guidelines and wear a face covering when standing in approved lines.

K. Media

The media will only be allowed in designated areas of the CrossPlex. All media will be allowed in the Press Box (with a face covering and maintaining a 6-foot separation between each person). Electronic equipment, such as headphones and microphones should not be shared and should be properly sanitized after each use. No sideline reporting will be allowed. Camera operators will be allowed on the sidelines (in designated areas) for live streaming and/or live broadcasting of the game. Each participating University/organization will be allowed 1 photographer and 1 videographer on the sidelines. Each University/organization is highly encouraged to offer live streaming and/or a live broadcast of the event for those fans/supporters who are unable to attend the event due to COVID-19.



SECTION 2: NATATORIUM SWIMMING & DIVING

2. NATATORIUM (SWIMMING AND DIVING)

A. Capacity and Seating Arrangements

Facility Capacity

On September 30th, 2020, Governor Kay Ivey amended the Safer at Home Order to continue requiring facial coverings statewide. The order also limits capacity at entertainment venues to 50% <https://governor.alabama.gov/assets/2020/09/Safer-at-Home-Order-Final-9.29.2020.pdf>). Section 10.b. of the Order establishes a maximum occupancy rate and states that “Indoor and enclosed entertainment venues shall limit occupancy to 50 percent of the normal occupancy load as determined by the fire marshal”.

The CrossPlex shall limit occupancy to 25% of the normal occupancy load as determined by the City’s Fire Marshal. Current occupancy for the Natatorium is 2,000. Modified occupancy at 25% is 50.

Natatorium Seating

Every other row shall be unused/empty. Unused/empty seats and rows should be clearly identified with red markings, such as duct tape, or roped off. It is recommended that patrons sit in pairs of 2 and include a minimum of 4 unused/empty seats between each pair. Athlete seating will be located in the bleachers on the pool deck. Athletes should not be allowed to congregate in the patron seating area located at the second level. Social distancing guidelines and face covering requirements shall apply.

Hospitality Room

Social distancing guidelines shall be posted and apply to all employees and officials within the press box/room. Face covering requirements shall also apply.

Ushers, Staff and Volunteers

Ushers provided by the CrossPlex, Event Team Staff, City of Birmingham Employees or other participating organizations are required to attend training on CrossPlex and Bill Harris Arena seating protocols. The ushers will be responsible for guiding patrons, student-athletes, etc. to their designated seats while adhering to social distancing guidelines.

Seating for Patrons with Disabilities

Social distancing guidelines shall apply to all areas designated for persons with disabilities. Seating areas should provide sufficient seating for persons with disabilities, in addition to a companion seating area. All areas designated for persons with disabilities shall conform to all ADA federal guidelines.

B. Patron Education

“We’re all in this together” describes the essential role patrons play in allowing live events to re-open safely. Because COVID-19 is highly contagious, everyone - patrons as well as employees must do their part. This section focuses on ways to educate patrons to maximize health and safety compliance and minimize disruption of the event.

Changing Expectations

Currently, there is resistance to face covering requirements and social distancing guidelines despite recommendations made by the CDC encouraging both. There is sufficient evidence showing that face coverings limit the spread of COVID-19. For this recommendation to be widely accepted, a cultural change will need to occur. Widespread messaging is a tool that can be used to help educate persons and assist in re-shaping the culture. Widespread messaging can accomplish these two primary goals: 1) patrons will learn that the new rules are for their protection, which will hopefully lead to greater compliance; and 2) transparently showing new sanitary practices will aide concerned patrons in returning to public places.

Where to Message

The following are suggested ways to reach patrons prior to their arrival at the facility:

- **Web Sites/ Social Media Channels**
 - University sites, AHSAA site, City Facility site (CrossPlex), entertainment sites, etc. should prominently display new rules and expectations and all social media channels should mimic this information
- **Ticket Purchasing Sites**
 - Should link to the health and safety rules of the facility
 - The online ticket purchases should require patrons to check a box affirming that they have read and agree to comply with posted rules
- **Emails & Push Notifications**
 - Utilized by sending information regarding the health rules and expectations at regular intervals from the date of ticket purchase through the day of the event
- **Mobile Apps**
 - Valuable means of providing directions to patrons regarding the health rules and expectations of the facility
- **Signage**
 - Should be used to further remind patrons of the facility's health rules and expectations
- **Ticket Scanning/Bag Check**
 - Excellent places to post health rules and model compliance
 - Should also be marked clearly to enforce social distancing
- **Guest Services Staff & Volunteers**
 - Make the event more personal by smiling and greeting visitors while reminding them of the health and safety rules
 - Encourage compliance by modeling good/proper behavior

How to Message

The following are suggested methods for providing information on COVID-19:

- **Marketing Staff**
 - Use creativity to promote health guidance without being intimidating
- **Photos & Videos**
 - Use by showing patrons enjoying the facility even while following health rules
- **Storyboards**
 - Use to show how the facility is sanitized so patrons understand the process and personalize the employees keeping them safe
- **Announcements**
 - Use both audible and visual communication methods to accommodate people with sensory challenges and different languages.

Clear Bag Policy

In addition to the COVID-19 protocols, it is recommended that the CrossPlex implement a Clear Bag Policy for all events. Patrons are encouraged not to bring any types of bags inside the CrossPlex; however, the following bags will be permitted:

- Bags that are clear plastic, vinyl or PVC and do not exceed 12" x 6" x 12"
- One-gallon, clear, plastic freezer bags (Ziploc bag or similar)
- An exception will be made for medically necessary items after proper inspection by event staff

An approved logo, no larger than 4.5" x 3.4" may be displayed on one side of a permissible clear bag.

Prohibited bags include, but are not limited to: purses, briefcases, backpacks, cinch bags and fanny packs that are not clear and/or exceed the size restriction; luggage of any kind; computer bags/cases; camera bags/cases; binocular bags/cases or any bag larger than the permissible size.

Patrons will continue to be able to carry items allowed into the CrossPlex in a permissible clear bag (such as binoculars and cameras).

This policy pertains to bags and is not an all-inclusive list of items that are prohibited from being taken into the CrossPlex.

C. Employee/Volunteer Health and Hygiene

COVID-19 is a highly contagious virus and there is currently no vaccine to prevent its spread. Understanding this is vital to the success of re-opening any City facility. Employees and volunteers must be aware of the health risks of working in close confines and adhere to all COVID-19 health guidelines.

Risk Management Coordinator

This Guide recommends that the Risk Management Coordinator of the Occupational Health Division of Human Resources for the City of Birmingham be responsible for implementation of health and safety protocols for City employees. The following functions describes the role of the Risk Management Coordinator:

- Coordinate, communicate, and assist in the implementation of public health Guidelines
- Work closely with Facility Manager to develop and implement facility health plans
- Ensure that existing safety plans are modified in accordance with new health guidelines
- Assist in the creation of employee training that applies current information regarding hazards and infection control measures, including social distancing, handwashing and the disinfection of high-touch areas
- In conjunction with the Facility Manager, the Risk Management Coordinator will implement guidelines for employees and patrons that enter the facility during the COVID-19 pandemic

Practices for Healthy Employees & Volunteers

- **Social Distancing**

- Public health guidance insists that whenever possible, everyone should leave at least six feet to the person closest to them. If a task cannot be completed working alone, exposure can be limited by forming a “work team” where people routinely work together but maintain their distance from everyone else.



- **Hand Washing**

- Frequent hand washing with soap is a vital part of fighting the spread of any virus. Where there is a sink available, employees should wash their hands for twenty (20) seconds at least every 60 minutes, and dry thoroughly with a disposable towel or dryer. As backup, employees may use sanitizer containing at least 60% ethanol or 70% isopropanol. Employees should also wash their hands at the beginning and end of each shift and break, after using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, or drinking.

- **Gloves**

- It is imperative that employees understand that gloves are not a substitute for regular, consistent hand washing. Gloves made of vinyl/similar non-absorbent material that allow fine motor function without the possibility of contaminating the wearer’s hands should be worn when conducting health checks on employees/patrons, handling food, tickets, or any items on which infections can be transmitted, and when using cleaning or disinfecting products.
- Employees should be trained on the proper use of gloves, including frequency of disposal and hand washing based on the employee’s specific duties, to avoid spreading the virus in high-touch areas.

- **Face Coverings**

- Another essential form of protection is covering the mouth and nose area of the face. Cloth face coverings should always be worn due to a) COVID-19 is spread through respiratory droplets and b) a significant number of infected people show no outward symptoms of illness.
- To ensure maximum comprehension and compliance, signage posted throughout the facility should show how to wear and use a face covering, including these points:
 - Wash your hands before putting on a face covering
 - Put the same side against your face each time to avoid wearing the “contaminated side” against your nose and mouth
 - Remove your face covering using the straps to avoid touching the part that protects your face
 - Wash cloth face coverings after each use, and wear other masks only according to the manufacturer’s specifications



- **Personal Protective Equipment (“PPE”)**
 - PPE should be used to minimize the risk of exposure to COVID-19.
 - Employers should ensure that in addition to face coverings and gloves, employees and volunteers have PPE appropriate for their tasks and that vendors and independent contractors provide and use their own.
- **Touching Your Face**
 - It is critical that employees and volunteers avoid touching their eyes, nose, and mouth.
 - Microphones, headphones, and other personal equipment should not be shared, and should be sanitized before and after each use.
- **Cough & Sneeze Etiquette**
 - Employees and volunteers should cover their cough or sneeze with a tissue, elbow or shoulder, followed by thorough handwashing.
- **Screening**
 - It is strongly recommended that a new health screening process be implemented for employees and volunteers prior to the event. This includes officials, athletic trainers, timers, judges, ticket takers, concession workers, volunteers, etc.
 - Designated staff should ask 2-3 health screening questions prior to entry into the facility and use evaluation criteria in consultation with local health officials.

Practices for Sick Employees & Volunteers

The following recommended practices for sick employees and volunteers presume a degree of supervisor oversight and control over employees and volunteers that may be difficult when using independent contractors. Where possible, the City should consider incorporating health and safety requirements into their independent contractor agreements and must follow CrossPlex isolation protocol for employees and patrons who present symptoms during events held at the CrossPlex. **See- Isolation Areas Below**

- **CrossPlex and Event Staff Employees and Volunteers**
 - All employees and volunteers must notify their supervisor and stay home if they have symptoms of acute respiratory illness consistent with COVID-19.
 - The symptoms of COVID-19 include fever, cough, chills, muscle pain, headache, sore throat, or shortness of breath.
 - Supervisors should be notified as soon as symptoms are present and follow the Isolation Protocol. **See below.**
- **Isolation Areas for Employees and Volunteers (COB, CrossPlex and Contract Employees)**
 - If an employee should present COVID-19 symptoms while at work, the First Aid Area is the designated isolation area until the employee or volunteer can leave or be transported to a hospital or health clinic, if necessary.
 - If an employee or volunteer exhibit symptoms of acute respiratory illness upon arrival to work or become sick during the day, his/ her supervisor must separate him/her from other employees and volunteers and send him/her home or to a designated isolation area immediately.
 - City of Birmingham supervisors must notify the Risk Management Coordinator immediately if a City employee displays symptoms of COVID-19 while working to determine next steps.

- **Contract Employees**
 - Contract employees should notify their assigned supervisor to determine next steps and notify the Facility Manager and wait in the isolation area until they can go home or be transported to a hospital or health clinic if necessary.
- **Documentation**
 - The supervisor should document the circumstances of the employee or volunteer's illness to help with contact tracing where applicable.
 - All contact tracing information should be provided to the City of Birmingham Risk Management Coordinator to determine if a City employee was exposed to COVID-19. Contract employees and other volunteers should report to Jefferson County Department of Health for contact tracing.
- **Returning to Work**
 - Employees with symptoms of acute respiratory illness associated with COVID-19 may return to work after medical authorization is received by the City of Birmingham Human Resources Department.
 - Contract employees and volunteers with symptoms of acute respiratory illness associated with COVID-19 may return to work after medical authorization is received by the Facility Manager and approved by the City of Birmingham Human Resources Department.
- **Procedural Response to COVID-19**
 - It may be illegal to provide the infected employee or volunteer's name or other information that could be used to determine his/her identity. Consult the Jefferson County Department of Health and the City's Human Resources policy regarding reporting protocols.
 - Determine what areas of the facility were visited, used, or impacted by the infected employee or volunteer and properly clean and sanitize those impacted areas.
 - Assist the Jefferson County Department of Health with contract tracing efforts. If applicable, notify any impacted employee or volunteer that may have encountered the infected employee or volunteer.
 - Any City employee who tests positive for COVID-19 should remain in home isolation for not less than 14 days after symptoms begin, should follow health authority guidance and should not return to the CrossPlex for any event unless cleared by the Human Resources Department.

D. Sanitizing the Facility

Sanitizing High Touch Areas

When the facility opens, surfaces and objects that are touched frequently, such as the ones listed below, should be regularly disinfected using products approved by the applicable health authority. These areas should be sanitized at least every 30 minutes and each cleaning should be documented for each area:

- **Public Areas** (lobby, hallways, dining and food service areas)
 - Door handles, handrails, push plates
 - Barricades the public may touch
 - Handrails for stairs and ramps
 - Elevator buttons - inside and out
 - Reception desks and ticket counters
 - Telephones, point of sale terminals and other keypads

- Tables and chairs, including highchairs and booster seats
- Trash receptacle touch points
- Benches
- **Restrooms** (including locker rooms)
 - Door handles and push plates
 - Sink faucets, counters and toilet handles
 - Lids of containers for disposal of women's sanitary products
 - Soap dispensers and towel dispenser handles
 - Trash receptacle touch points
 - Staggered restroom cleaning is recommended
- **Kitchen and Food Preparation Areas**
 - Handles of all kitchen equipment doors, cabinets, push plates
 - Counter surfaces
 - Light switches
 - Handles of sinks, including handwashing sink and mop sink
 - Cleaning tools and buckets
 - Trash receptacle touch points
- **Hospitality and/or Officials' Room**
 - Door handles and push plates
 - Sink faucets
 - Tables and chairs
 - Trash receptacle touch points
 - Counter surfaces
 - Light switches

Locker Rooms

All locker rooms should have at least 2 handwashing stations with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol. These stations should allow no-touch activation if possible. Employees must regularly confirm there are adequate supplies for the handwashing stations. The locker room should be cleaned and sanitized as necessary or at least every 30 minutes.

Cleaning and Disinfecting

All employees assigned to the Cleaning Team should be trained on proper cleaning techniques to reduce and prevent the spread of COVID-19.

- **Cleaning** removes dirt and impurities from surfaces and objects and may lower germ counts by removing but not necessarily killing them.
- **Disinfecting** reduces and kills germs on surfaces and objects. Because disinfecting does not necessarily clean the surface, cleaning and disinfecting are both essential.
- **Cleaning Technique.** Clean high-touch areas by using water and soap or cleaning solution to remove dirt and impurities from surfaces and objects and reduce germ counts.
- **Disinfecting Technique.** High-touch areas should be disinfected using materials effective against COVID-19. To quickly disinfect a seating area between events, electrostatic cleaning is a means of spraying a fine mist of positively charged disinfectant particles that adhere to surfaces and objects.
- **Following the Manufacturer's Instructions for Cleaning Equipment.** In all instances it is important that cleaning procedures follow the manufacturer's instructions. This will increase the likelihood of a thorough cleaning while not damaging the equipment or voiding a warranty.

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- **Disposal.** Place gloves and other disposable items used for cleaning and disinfecting in a bag that can be tied before disposing of them with other waste.
- **Frequency.** The frequency of cleaning high-touch areas should be determined based on the surface or object and how it is used, applying guidance from local health authorities, as necessary or at least every 30 minutes.
- **Documentation.** Documenting that health and safety practices were followed at the correct intervals can help show that the City behaved reasonably under its circumstances. A supervisor should ensure that cleaning logs are carefully entered and preserved for reference. Events that contract to use a facility should request a copy of the facility's cleaning and disinfection plan.

Handwashing Stations

Handwashing stations should be adequately spaced throughout the facility. Stations must be supplied with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol. These stations should allow no-touch activation if possible. Employees must regularly confirm there are adequate supplies for the handwashing stations.

Equipment

Equipment should be cleaned and sanitized throughout the event (it is recommended that equipment be sanitized after each use).

- **Cleaning equipment.** To clean equipment with faster turnaround times, it is recommended that disinfectants from the CDC 'List N' of effective disinfectants are used (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-coronavirus-covid-19>).
 - It is critical to follow manufacturer and CDC recommendations for the correct application and contact time for each cleaning product to maximize efficacy against the virus.
- **Water coolers.** It is recommended that student-athletes, coaches and officials not share water coolers, drinking stations, water bottles, cups or other drinking devices while participating in an athletic activity.

Facility Cleaning

It is recommended that the facility be evacuated of non-essential meet personnel and be sanitized between sessions. If time allows, the grandstand seating area should also be sanitized/disinfected.



E. Student-Athletes, Coaching Staff, Support Staff, Officials, Etc.

Testing

- **NCAA Organizations.** All NCAA student-athletes, coaches and university support staff participating in an event at the CrossPlex should be tested for COVID-19 within 72 hours of the scheduled event. No student-athletes, coaches or university support staff with a positive COVID-19 test within 10 days of the event will be allowed at the facility, unless two negative test results can be provided. In addition, no student athletes, coaches or university support staff displaying COVID-19 symptoms will be allowed at the event.
- **Other Organizations.** It is highly recommended that all other student-athletes (AHSAA, NAIA, NJCAA, etc.), coaches or support staff are tested for COVID-19 within 72 hours of the scheduled event. No student-athletes, coaches or support staff with a positive COVID-19 test within 10 days of the event will be allowed at the facility, unless written medical clearance is provided by the medical provider (and approved by the event host). In addition, no student athletes, coaches or support staff displaying COVID-19 symptoms will be allowed at the event.

Pool Deck

Only student-athletes, coaches (including equipment staff and medical staff), officials, lifeguards and 1 photographer and 1 videographer (per University or organization) are allowed on the pool deck during an event. No parents or spirit teams are allowed on the pool deck (unless the parent is a registered volunteer or coach and the spirit team is competing in the event).



While on the pool deck, social distancing guidelines and face covering requirements should be utilized, where possible, for student-athletes, coaches (including equipment staff and medical staff), officials, lifeguards, photographers and videographers. Team bench areas (if applicable) should be arranged so access is limited to team personnel only.

Pre-event activities

Pregame interactions between teams should be limited and social distancing guidelines and face covering requirements shall apply.

Post-event activities

To reduce the spread of COVID-19, student-athletes and coaches should avoid physical contact at the completion of the event by remaining on their respective sides. Procedures for post-event gestures of sportsmanship should be discussed and agreed upon by coaches, officials and facility manager.

Recruits

At no time before, during or after the game, are recruits allowed on the pool deck. Each University or organization should provide a designated seating area in the facility for recruits and their families. Social distancing requirements should apply to the seating areas.

Additional Guidelines for Swimming Events

All student-athletes, coaches and officials shall enter the Natatorium from the main level (Level 1). All spectators shall enter the Natatorium from the 2nd level. Volunteers and/or event staff shall monitor the doors and inside stairwells for compliance. Social distancing guidelines and face covering requirements shall apply to all persons in this area, except when actively engaging in athletic activity.

It is recommended that student-athletes arrive to practice and competition in their suits to minimize the number of persons in the Locker Room.

Hospitality Room. Access shall be for coaches, officials or media personnel only. Any food or beverage service shall adhere to the guidelines referenced in this Guide. Social distancing guidelines and face covering requirements shall apply to all persons in this room.

Team Check-In. Coaches should check-in participating teams at the designated area. Coaches should follow social distancing guidelines and adhere to face covering requirements while in line. It is highly recommended that team's check-in at staggered intervals to minimize congestion.

Volunteers & Officials Check-in. Volunteers and Officials should have a designated area for check-in. This area should not be located at the participant entrance or the coach check-in area to minimize congestion and congregating. Volunteers and officials should practice social distancing guidelines and adhere to face covering requirements while in line.

Locker Room. The locker room is only available to student-athletes. At no time shall patrons use the locker room. All social distancing guidelines and face covering requirements should be practiced inside the locker room. The total capacity of the locker room will be limited to 6.

Additional Resources

Additional resources can be found at the following sites:

Alabama High School Athletic Association (AHSAA) www.ahsaa.com

National Collegiate Athletic Association (NCAA) www.ncaa.org

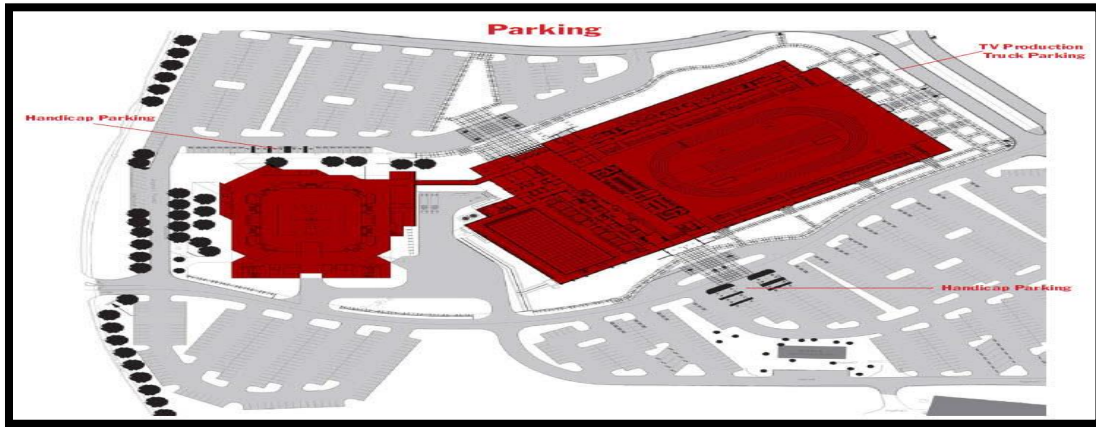
National Association of Intercollegiate Athletics (NAIA) www.naia.org

National Junior College Athletic Association (NJCSAA) www.njcaa.org

F. Parking

Parking is an important part of hosting a successful event. Parking at the CrossPlex will operate mostly in the same capacity as it always has, however, there are some changes that will be made to maintain social distancing.

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Patron Parking

- Encourage patrons to continue moving through the parking lot and maintaining 6 feet from others when leaving their vehicle.
- The parking lot at the CrossPlex will be a modified layout, reconfiguring the spaces to limit congregation points and ensure proper separation of patrons.
- If there are multiple events on the same day, patrons will be directed to park in the parking area closest to their event.
- Every other parking space will be closed for parking and clearly identified.
 - This provides enough space between two vehicles to maintain 6 feet of separation, even if both patrons are exiting at the same time.
- Event day cash transactions for parking shall require the patron to wear a face covering while the vehicle window is down and while interacting with the parking cashier. All parking cashiers shall wear gloves and face coverings. Exact change for parking admission is strongly encouraged.
- Parking attendants who do not receive money or scan electronic parking passes are not required to wear to gloves.

Employee, Volunteer and Media Parking

- All employees/volunteers/media should park in the assigned parking area with clearly identified spacing between each vehicle to allow for the recommended 6 feet distancing.
- Employees/volunteers/media should continue moving through the parking lot and maintain 6 feet separation from others when leaving their vehicle.
- Employee/volunteers/media parking spaces should be reconfigured to limit congregation points and ensure proper separation of employees.

G. Patron Ingress/Egress

Patron Ingress

Patrons' experience at the CrossPlex should match the health guidelines they consistently receive beginning with their first ticketing experience or social media engagement. All patrons entering the CrossPlex must wear a face covering.

Staggered Entry. The CrossPlex should consider ways to schedule staggered ingress to minimize lines for security, bag check, and ticket scanning. Consider the following to spread arrival times and manage demand at the entrance:

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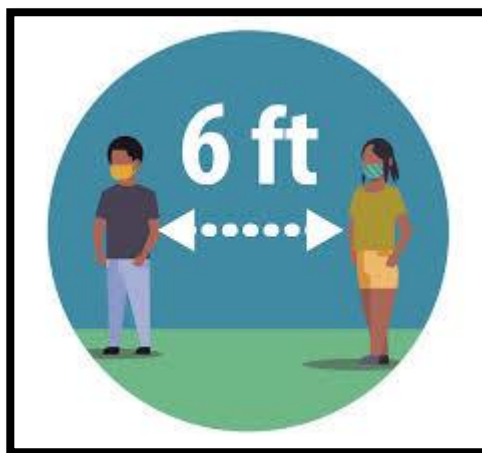
- Events with a specific start time could schedule patron arrival times.
- During the ticketing process, patrons could select their ingress time and location.

Tickets. The CrossPlex strongly encourages that tickets sales be cashless. Tickets can be purchased online, through universities, through organizations and ticket agencies prior to the event.

- Electronic tickets can be scanned by ticket-takers wearing face coverings and gloves, or patrons could check themselves in at self-service kiosks in designated areas.
- If paper tickets are purchased, they should be scanned and disposed of by the patron. The goal is to limit physical contact between patron and employee.
- The AHSAA offers a contactless, digital ticketing platform. It is highly recommended that all AHSAA events at the CrossPlex use this platform for ticket sales.
<https://gofan.co/app/school/AHSAA>

Space Requirements. Additional space may be required to accommodate longer but less densely packed lines waiting to enter the facility.

- **How Much Space.** Use the 6-foot social distancing model.
- **How to Queue.** The line waiting to enter can be managed using common methods such as lines marked on the ground (including social distancing floor stickers), rope and stanchions, and fencing in combination with employees who provide information about anticipated wait time and ingress procedure and also enforce social distancing. The area where patrons wait should have signage showing the event's health rules, including social distancing guidelines and face covering requirements.



Screening. Once patrons reach the front of the line outside the facility, it is strongly encouraged that a new screening process should be implemented, including health screening questions and bag checks.

- **Health Screening Questions:** This should be done prior to the patron entering the facility. An employee should ask 2-3 screening questions and use evaluation criteria in consultation with local health officials.
- **Bag Check.** To avoid touching personal items, CrossPlex and Event Staff should enforce the small clear bag policy in which patrons open their own bags for inspection (see Patron Education for the Clear Bag Policy).

Magnetometers and Pat-Downs. Walk-through magnetometers are effective at detecting metallic objects while allowing security employees to maintain social distance. Hand wands are a less costly alternative which still allow no-contact metal detection, but they require the security employee to be closer than six feet (two meters) from the patron, so they are less optimal from a health perspective. Pat-downs are obviously least sanitary, and facilities may deny admission to patrons who repeatedly activate the magnetometer rather than putting hands on patrons. Any employee conducting a pat-down search MUST wear a face covering and gloves and have access to a hand sanitizing station.

- **Security Employees (Including Ticket Takers).** Security employees and ticket takers will be required to wear face coverings and gloves whenever they are among patrons, both for their own health and to model safe practices. Because contaminated gloves spread COVID-19 the same as contaminated hands, employees should avoid touching tickets or patrons unless their task requires it. If touching does become necessary, the employee should immediately discard the gloves, wash their hands, and put on fresh gloves before resuming work.

Sanitizer/Handwashing Stations. Once a patron has presented their ticket and entered the facility, stations with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol should be provided. These stations should allow no-touch activation if possible. Employees and/or volunteers should be appointed as hand sanitizer monitors at points of ingress to ensure that all patrons enter with clean hands. Sanitizer stations and portable hand washing stations should strategically be stationed throughout the facility along with messages and signs about hand washing.



Disability Accommodations. COVID-19 health screening measures may require new accommodations for persons with disabilities. For example, deaf patrons who read lips may require screening from an employee wearing a clear face covering or one with a see-through window over their mouth. With the CrossPlex operating at 25% capacity for all events, they should confirm that enough accessible seating, including companion seats, to comply with disability laws are available. Patrons whose disability makes them unable to wait in a long line may need a more expedited access procedure. In order to remain compliant with applicable laws and provide reasonably accessible events for all patrons, this Guide recommends consulting with City's ADA Coordinator.

Patron Egress

Scheduled Egress at Conclusion of Event. Social distancing likely requires that egress be managed the same way passengers exit an airplane at the end of their flight. After events that have a definite end, such as sporting events, patrons nearest the exits should leave first, by row or section, to clear space for patrons' further inside to follow. This will require employees and volunteers to ensure that patrons understand the procedure and comply with social distancing requirements until they are in their vehicles or otherwise outside the facility doors.

Emergency Egress. The goal of maintaining six feet between people would become a distant secondary consideration if there is a clear and imminent danger requiring an emergency evacuation. Even during this pandemic, emergency egress plans should reflect that moving patrons away from the most urgent hazard is the first order of business. See page 4 for additional information.

Elevator. No more than 3 persons should be allowed on any elevator. The elevator should be sanitized with disinfectant spray as often as possible.

Patron Isolation Protocol. If a patron should present COVID-19 symptoms while at the CrossPlex, he/she should immediately report to the First Aid Area until able to leave the stadium safely or be transported to a hospital or health clinic if necessary.

H. Employee and Volunteer Ingress/Egress

Event organizers should consider ways to schedule staggered ingress/egress of employees to minimize lines for clock in/out. Measures should be taken to spread arrival times and manage demand at the entrance/exit.

Employee Clock-in/ Clock-out

- Employees and volunteers should be screened prior to the event for COVID-19 related symptoms. This includes officials, athletic trainers, timers, judges, concession workers, caterer, concession workers, etc.
- Employees and volunteers will have a set arrival schedule and will sign-in using their employee number. Events with a specific start time should schedule stagger employee arrival times to allow distance between ingress of employees/volunteers clocking in, to enforce social distancing and prevent congregation. When confirmed for the shift, each supervisor will be responsible for providing the employee/volunteer with the assigned clock-in time prior to arrival to the stadium.
- When an event ends staff should consider staggered schedules for clock out procedures and egress of employees/volunteers.
- Assigned staff will be responsible for managing these areas and clocking employees in and out in a timely manner. Employees will not be allowed to clock themselves in/out without assistance from the assigned staff.

Face Coverings and Glove Requirements. Employees and volunteers are required to wear face coverings and gloves at ingress/egress points. Employees and volunteers are responsible for securing their own face coverings and gloves.

Employee Isolation Protocol. If an employee or volunteer should present COVID-19 symptoms while at the CrossPlex, he/she should immediately report to the First Aid Area until able to leave the stadium safely or be transported to a hospital or health clinic if necessary.

I. Food, Beverages and Merchandise

All concessions staff, food and beverage vendors and merchandise vendors shall practice social distancing guidelines and wear face coverings. All concessions staff and vendors shall be subject to the guidelines for employees and volunteers.

Highly trafficked corridor areas where patrons congregate should be monitored to enforce health policies. Below are some ways to remind patrons of the importance of social distancing:



- High conspicuity gaff tape on the floor, or spray chalk, survey flags, and cones for outdoor spaces, to mark a six-foot separation.
- Rope barriers and stanchions to physically separate patrons.
- Open areas patrolled by employees performing the guest services functions of providing information, enforcing rules, and modeling healthy behavior.
- Messaging to patrons before and during the event through electronic messaging and physical signage.

- Messaging by the loudspeaker/press box during the event.

Intermission

Intermission presents the same social distancing challenges as ingress and egress, with the distinction that some patrons will remain seated. For patrons who choose to get up, they will have to be led out from back to front, and patrons will not be allowed to congregate inside or outside restrooms or near concession stands (except in approved lines and eating areas).

Food and Beverage Vendors

Food and beverage vendors shall be spaced a minimum of 10 feet apart.

Food and Beverage Service

- **Ordering.** Menus can be posted electronically or posted on menu boards outside the concession areas. Patrons will have the option to order via cellular device.
- **Concession Windows.** All concession stands will have protective plexiglass shields to protect cashiers and customers. It is recommended that at all concession stands, only every other window shall be open for service. This will allow for proper social distancing at concession lines.
- **Counter Service.** At concession stands, the number of counter staff should be limited, consistent with social distancing guidelines. Employees should place food and beverages on the table, counter, or other surface rather than handing purchases directly to patrons. There will be a separate pick-up location designated for customers that order via cellular device.
- **Partitions.** Where practicable, physical barriers such as clear plastic partitions should be installed at registers and at food ordering stations.
- **Point of Sale Terminals.** The CrossPlex strongly encourages all food or beverage transactions to be conducted electronically. POS terminals should be assigned to one employee and should be sanitized between each user and before and after each shift. Employees who handle money should wear gloves and should not serve food or beverages. Where a point of sale system requires a signature or entry of a PIN, a disposable wooden stylus may allow a touchless transaction.
- **Self-Serve Prohibited.** Employees should place requested items on the counter for patrons to reduce touching of food or packaging. For this reason, self-service buffets, even with clear breath guards, will be prohibited.
- **Beverage Packaging.** Formerly self-service fountain drinks can be replaced with bottled or canned beverages or served with lids by staff inside the concession stand/area.
- **Condiments.** Condiments should be served with food orders only at patrons' request, in disposable single-use packages.
- **Note: Additional Waste.** A likely consequence of more sanitary food and beverage practices is additional trash and recyclable material. It will be important to dispose of trash more regularly.
- **Separate Entry and Exit Points.** If possible, send patrons away from the food and beverage areas in a different direction than the way they entered.
- **Food Preparation.** Food items shall be prepared in designated food preparation kitchens only. Food preparation areas shall not be open to the public.
- **Beverage Barrels.** Access to beverage barrels shall be limited to servers/attendants only. At no time shall patrons be allowed access to beverage barrels.
- **Press Box and/or Hospitality Rooms.** A physical barrier such as clear plastic partitions should be installed in all food service areas to separate patrons from the food and the food server/attendant. All food servers/attendants shall wear gloves and face coverings at all times. At no time shall patrons be allowed to serve themselves or enter the food service area.



CrossPlex event organizers should contractually require that merchants present their own infection mitigation plan as a condition of engagement to work the event.

High-Touch Items Related to Food and Beverage Service

Safe service of food and beverages will require frequent sanitization of many small items, such as the following:

- Bottle and can openers
- Cutting boards
- Grill scrapers
- Ice buckets
- Ice scoops
- Knives
- Ladles
- Measuring cups and spoons
- Pots and pans
- Pour spouts
- Serving spoons
- Spatulas
- Squeeze bottles
- Tabletops
- Tongs
- Wine keys

Merchandise

- **Contactless Ordering.** Items for sale can be posted on a web site or event app that allows for mobile ordering and on-site pickup.
- **Gloves and Masks.** The CrossPlex should offer the sale of gloves or masks to patrons and employees.
- **Queuing.** Mark merchandise sales lines on floor, with barricades, or rope and stanchions, patrolled by guest services employees to provide information and enforce social distancing.
- **Touchless.** No trying on merchandise. Only employees may touch items for sale.
- **Contactless Payment.** Point of sale systems that use Apple Pay or a similar app eliminate the need for employees to touch patron credit cards.
- **Final Sale.** No returns or exchanges. All sales are final.

- **Spacing.** Merchandise sellers must be spaced far enough from each other so patrons can wait in line while maintaining social distance and not block access for pedestrians passing by.

Banquet Room/Meeting Room available to teams/public?

A physical barrier such as clear plastic partitions should be installed in all food service areas to separate patrons from the food and the food server/attendant. All food servers/attendants shall wear gloves and face coverings at all times. At no time shall patrons be allowed to serve themselves or enter the food service area. Social distancing guidelines shall be posted and apply. Face covering requirements shall also apply.

J. No Standing Policy

In order to prevent crowds from congregating and potentially spreading COVID-19, the CrossPlex will promote and enforce a No Standing Policy. Standing and congregating in highly trafficked areas, including concourses, concession areas, restrooms, stairwells, aisles, corridors, etc. will be strictly prohibited. Patrons will be subject to removal from the CrossPlex if strict adherence to these guidelines is not followed.

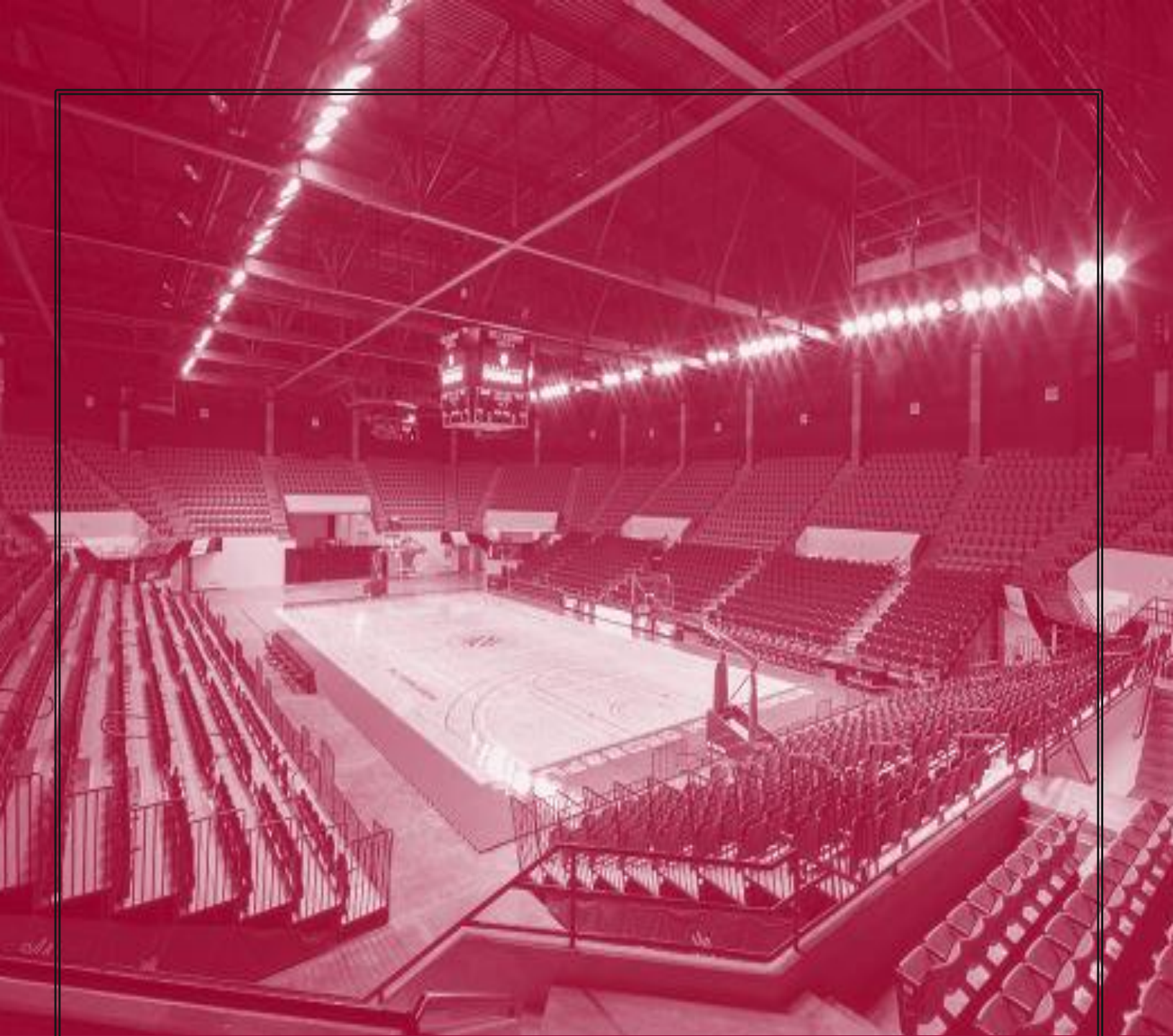
Patrons will be allowed to stand at designated high-top tables in the main concourse while eating; however, it is recommended that they do not congregate for longer than necessary for food consumption or with other patrons that are not members of the same household.

Patrons will be allowed to sit on designated benches throughout the main concourse; however, it is recommended that they do not congregate longer than necessary for food consumption or with other patrons that are not members of the same household.

Patrons will be allowed to stand in line for restrooms and concessions; however, they must adhere to social distancing guidelines and wear a face covering when standing in approved lines.

K. Media

The media will only be allowed in designated areas of the CrossPlex. All media will be allowed in the Press Box (with a face covering and maintaining a 6 foot separation between each person). Electronic equipment, such as headphones and microphones should not be shared and should be properly sanitized after each use. No sideline reporting will be allowed. Camera operators will be allowed on the sidelines (in designated areas) for live streaming and/or live broadcasting of the game. Each participating University/organization will be allowed 1 photographer and 1 videographer on the sidelines. Each University/organization is highly encouraged to offer live streaming and/or a live broadcast of the event for those fans/supporters who are unable to attend the event due to COVID-19.



SECTION 3:
BILL HARRIS ARENA
VOLLEYBALL, CHEERLEADING, WRESTLING,
BASKETBALL, ETC.

3. BILL HARRIS ARENA (VOLLEYBALL, CHEERLEADING, WRESTLING, BASKETBALL, ETC.)

A. Capacity and Seating Arrangements

Facility Capacity

On September 30th, 2020, Governor Kay Ivey amended the Safer at Home Order to continue requiring facial coverings statewide. The order also limits capacity at entertainment venues to 50% <https://governor.alabama.gov/assets/2020/09/Safer-at-Home-Order-Final-9.29.2020.pdf>). Section 10.b. of the Order establishes a maximum occupancy rate and states that “Indoor and enclosed entertainment venues shall limit occupancy to 50 percent of the normal occupancy load as determined by the fire marshal”.



The CrossPlex shall limit occupancy to 25% of the normal occupancy load as determined by the City’s Fire Marshal. Current occupancy for Bill Harris Arena is 5,000. Modified occupancy at 25% is 1,250.

Bill Harris Arena Seating

Every other row shall be unused/empty. Unused/empty seats and rows should be clearly identified with red markings, such as duct tape, or roped off. It is recommended that patrons sit in pairs of 2 and include a minimum of 4 unused/empty seats between each pair. Athletes should sit in designated seating areas only in order to minimize contact with patrons. Social distancing guidelines and face covering requirements shall apply.

Suites

Any patron reserving a suite must sign a COVID-19 waiver releasing the City from any liability should the patron or his/her guests’ contract COVID-19.

Social distancing guidelines shall be posted and social distancing guidelines shall apply to all patrons/employees/catering staff within the suites. Face covering requirements shall also apply to patrons utilizing the suites.

Press Box/Hospitality/Conference Room

Social distancing guidelines shall be posted and apply to all employees and officials. Face covering requirements shall also apply.

Ushers, Staff and Volunteers

Ushers provided by the CrossPlex, Event Team Staff, City of Birmingham Employees or other participating organizations are required to attend training on CrossPlex and Bill Harris Arena seating protocols. The ushers will be responsible for guiding patrons, student-athletes, etc. to their designated seats while adhering to social distancing guidelines.

Seating for Patrons with Disabilities

Social distancing guidelines shall apply to all areas designated for persons with disabilities. Seating areas should provide sufficient seating for persons with disabilities, in addition to a companion seating area. All areas designated for persons with disabilities shall conform to all ADA federal guidelines.



B. Patron Education

“We’re all in this together” describes the essential role patrons play in allowing live events to re-open safely. Because COVID-19 is highly contagious, everyone - patrons as well as employees must do their part. This section focuses on ways to educate patrons to maximize health and safety compliance and minimize disruption of the event.

Changing Expectations

Currently, there is resistance to face covering requirements and social distancing guidelines despite recommendations made by the CDC encouraging both. There is sufficient evidence showing that face coverings limit the spread of COVID-19. For this recommendation to be widely accepted, a cultural change will need to occur. Widespread messaging is a tool that can be used to help educate persons and assist in re-shaping the culture. Widespread messaging can accomplish these two primary goals: 1) patrons will learn that the new rules are for their protection, which will hopefully lead to greater compliance; and 2) transparently showing new sanitary practices will aide concerned patrons in returning to public places.

Where to Message

The following are suggested ways to reach patrons prior to their arrival at the facility:

- **Web Sites/ Social Media Channels**
 - University sites, AHSAA site, City Facility site (CrossPlex), entertainment sites, etc. should prominently display new rules and expectations and all social media channels should mimic this information
- **Ticket Purchasing Sites**
 - Should link to the health and safety rules of the facility
 - The online ticket purchases should require patrons to check a box affirming that they have read and agree to comply with posted rules
- **Emails & Push Notifications**
 - Utilized by sending information regarding the health rules and expectations at regular intervals from the date of ticket purchase through the day of the event
- **Mobile Apps**
 - Valuable means of providing directions to patrons regarding the health rules and expectations of the facility
- **Signage**
 - Should be used to further remind patrons of the facility’s health rules and expectations

- **Ticket Scanning/Bag Check**
 - Excellent places to post health rules and model compliance
 - Should also be marked clearly to enforce social distancing
- **Guest Services Staff & Volunteers**
 - Make the event more personal by smiling and greeting visitors while reminding them of the health and safety rules
 - Encourage compliance by modeling good/proper behavior

How to Message

The following are suggested methods for providing information on COVID-19:

- **Marketing Staff**
 - Use creativity to promote health guidance without being intimidating
- **Photos & Videos**
 - Use by showing patrons enjoying the facility even while following health rules
- **Storyboards**
 - Use to show how the facility is sanitized so patrons understand the process and personalize the employees keeping them safe
- **Announcements**
 - Use both audible and visual communication methods to accommodate people with sensory challenges and different languages.

Clear Bag Policy

In addition to the COVID-19 protocols, it is recommended that the CrossPlex implement a Clear Bag Policy for all events. Patrons are encouraged not to bring any types of bags inside the CrossPlex; however, the following bags will be permitted:

- Bags that are clear plastic, vinyl or PVC and do not exceed 12" x 6" x 12"
- One-gallon, clear, plastic freezer bags (Ziploc bag or similar)
- An exception will be made for medically necessary items after proper inspection by event staff

An approved logo, no larger than 4.5" x 3.4" may be displayed on one side of a permissible clear bag.

Prohibited bags include, but are not limited to: purses, briefcases, backpacks, cinch bags and fanny packs that are not clear and/or exceed the size restriction; luggage of any kind; computer bags/cases; camera bags/cases; binocular bags/cases or any bag larger than the permissible size.

Patrons will continue to be able to carry items allowed into the CrossPlex in a permissible clear bag (such as binoculars and cameras).

This policy pertains to bags and is not an all-inclusive list of items that are prohibited from being taken into the CrossPlex.

C. Employee/Volunteer Health and Hygiene

COVID-19 is a highly contagious virus and there is currently no vaccine to prevent its spread. Understanding this is vital to the success of re-opening any City facility. Employees and volunteers must be aware of the health risks of working in close confines and adhere to all COVID-19 health guidelines.

Risk Management Coordinator

This Guide recommends that the Risk Management Coordinator of the Occupational Health Division of Human Resources for the City of Birmingham be responsible for implementation of health and safety protocols for City employees. The following functions describes the role of the Risk Management Coordinator:

- Coordinate, communicate, and assist in the implementation of public health Guidelines
- Work closely with Facility Manager to develop and implement facility health plans
- Ensure that existing safety plans are modified in accordance with new health guidelines
- Assist in the creation of employee training that applies current information regarding hazards and infection control measures, including social distancing, handwashing and the disinfection of high-touch areas
- In conjunction with the Facility Manager, the Risk Management Coordinator will implement guidelines for employees and patrons that enter the facility during the COVID-19 pandemic

Practices for Healthy Employees & Volunteers

- **Social Distancing**

- Public health guidance insists that whenever possible, everyone should leave at least six feet to the person closest to them. If a task cannot be completed



working alone, exposure can be limited by forming a “work team” where people routinely work together but maintain their distance from everyone else.

- **Hand Washing**

- Frequent hand washing with soap is a vital part of fighting the spread of any virus. Where there is a sink available, employees should wash their hands for twenty (20) seconds at least every 60 minutes, and dry thoroughly with a disposable towel or dryer. As backup, employees may use sanitizer containing at least 60% ethanol or 70% isopropanol. Employees should also wash their hands at the beginning and end of each shift and break, after using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, or drinking.

- **Gloves**

- It is imperative that employees understand that gloves are not a substitute for regular, consistent hand washing. Gloves made of vinyl/similar non-absorbent material that allow fine motor function without the possibility of contaminating the wearer’s hands should be worn when conducting health checks on employees/patrons, handling food, tickets, or any items on which infections can be transmitted, and when using cleaning or disinfecting products.
 - Employees should be trained on the proper use of gloves, including frequency of disposal and hand washing based on the employee’s specific duties, to avoid spreading the virus in high-touch areas.

- **Face Coverings**

- Another essential form of protection is covering the mouth and nose area of the face. Cloth face coverings should always be worn due to a) COVID-19 is spread through respiratory droplets and b) a significant number of infected people show no outward symptoms of illness.
- To ensure maximum comprehension and compliance, signage posted throughout the facility should show how to wear and use a face covering, including these points:
 - Wash your hands before putting on a face covering
 - Put the same side against your face each time to avoid wearing the “contaminated side” against your nose and mouth
 - Remove your face covering using the straps to avoid touching the part that protects your face
 - Wash cloth face coverings after each use, and wear other masks only according to the manufacturer’s specifications



- **Personal Protective Equipment (“PPE”)**

- PPE should be used to minimize the risk of exposure to COVID-19.
- Employers should ensure that in addition to face coverings and gloves, employees and volunteers have PPE appropriate for their tasks and that vendors and independent contractors provide and use their own.

- **Touching Your Face**

- It is critical that employees and volunteers avoid touching their eyes, nose, and mouth.
- Microphones, headphones, and other personal equipment should not be shared, and should be sanitized before and after each use.

- **Cough & Sneeze Etiquette**

- Employees and volunteers should cover their cough or sneeze with a tissue, elbow or shoulder, followed by thorough handwashing.

- **Screening**

- It is strongly recommended that a new health screening process be implemented for employees and volunteers prior to the event. This includes officials, athletic trainers, timers, judges, ticket takers, concession workers, volunteers, etc.
- Designated staff should ask 2-3 health screening questions prior to entry into the facility and use evaluation criteria in consultation with local health officials.

Practices for Sick Employees & Volunteers

The following recommended practices for sick employees and volunteers presume a degree of supervisor oversight and control over employees and volunteers that may be difficult when using independent contractors. Where possible, the City should consider incorporating health and safety requirements into their independent contractor agreements and must follow CrossPlex isolation protocol for employees and patrons who present symptoms during events held at the CrossPlex. **See- Isolation Areas Below**

- **CrossPlex and Event Staff Employees and Volunteers**
 - All employees and volunteers must notify their supervisor and stay home if they have symptoms of acute respiratory illness consistent with COVID-19.
 - The symptoms of COVID-19 include fever, cough, chills, muscle pain, headache, sore throat, or shortness of breath.
 - Supervisors should be notified as soon as symptoms are present and follow the Isolation Protocol. **See below.**
- **Isolation Areas for Employees and Volunteers (COB, CrossPlex and Contract Employees)**
 - If an employee should present COVID-19 symptoms while at work, the First Aid Area is the designated isolation area until the employee or volunteer can leave or be transported to a hospital or health clinic, if necessary.
 - If an employee or volunteer exhibit symptoms of acute respiratory illness upon arrival to work or become sick during the day, his/ her supervisor must separate him/her from other employees and volunteers and send him/her home or to a designated isolation area immediately.
 - City of Birmingham supervisors must notify the Risk Management Coordinator immediately if a City employee displays symptoms of COVID-19 while working to determine next steps.
- **Contract Employees**
 - Contract employees should notify their assigned supervisor to determine next steps and notify the Facility Manager and wait in the isolation area until they can go home or be transported to a hospital or health clinic if necessary.
- **Documentation**
 - The supervisor should document the circumstances of the employee or volunteer's illness to help with contact tracing where applicable.
 - All contact tracing information should be provided to the City of Birmingham Risk Management Coordinator to determine if a City employee was exposed to COVID-19. Contract employees and other volunteers should report to Jefferson County Department of Health for contact tracing.
- **Returning to Work**
 - Employees with symptoms of acute respiratory illness associated with COVID-19 may return to work after medical authorization is received by the City of Birmingham Human Resources Department.
 - Contract employees and volunteers with symptoms of acute respiratory illness associated with COVID-19 may return to work after medical authorization is received by the Facility Manager and approved by the City of Birmingham Human Resources Department.
- **Procedural Response to COVID-19**
 - It may be illegal to provide the infected employee or volunteer's name or other information that could be used to determine his/her identity. Consult the Jefferson County Department of Health and the City's Human Resources policy regarding reporting protocols.
 - Determine what areas of the facility were visited, used, or impacted by the infected employee or volunteer and properly clean and sanitize those impacted areas.
 - Assist the Jefferson County Department of Health with contract tracing efforts. If applicable, notify any impacted employee or volunteer that may have encountered the infected employee or volunteer.

- Any City employee who tests positive for COVID-19 should remain in home isolation for not less than 14 days after symptoms begin, should follow health authority guidance and should not return to the CrossPlex for any event unless cleared by the Human Resources Department.

D. Sanitizing the Facility

Sanitizing High Touch Areas

When the facility opens, surfaces and objects that are touched frequently, such as the ones listed below, should be regularly disinfected using products approved by the applicable health authority. These areas should be sanitized at least every 30 minutes and each cleaning should be documented for each area:

- **Public Areas** (lobby, hallways, dining and food service areas)
 - Door handles, handrails, push plates
 - Barricades the public may touch
 - Handrails for stairs and ramps
 - Elevator buttons - inside and out
 - Reception desks and ticket counters
 - Telephones, point of sale terminals and other keypads
 - Tables and chairs, including highchairs and booster seats
 - Trash receptacle touch points
 - Benches
- **Restrooms** (including locker rooms)
 - Door handles and push plates
 - Sink faucets, counters and toilet handles
 - Lids of containers for disposal of women's sanitary products
 - Soap dispensers and towel dispenser handles
 - Trash receptacle touch points
 - Staggered restroom cleaning is recommended
- **Kitchen and Food Preparation Areas**
 - Handles of all kitchen equipment doors, cabinets, push plates
 - Counter surfaces
 - Light switches
 - Handles of sinks, including handwashing sink and mop sink
 - Cleaning tools and buckets
 - Trash receptacle touch points
- **Hospitality and/or Officials' Room**
 - Door handles and push plates
 - Sink faucets
 - Tables and chairs
 - Trash receptacle touch points
 - Counter surfaces
 - Light switches

Suites

All suites should have at least 2 handwashing stations with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol. These stations should allow no-touch activation if possible. Employees must regularly confirm there are adequate supplies for the handwashing stations.



Locker Rooms

All locker rooms should have at least 2 handwashing stations with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol. These stations should allow no-touch activation if possible. Employees must regularly confirm there are adequate supplies for the handwashing stations. The locker room should be cleaned and sanitized as necessary or at least every 30 minutes.

Cleaning and Disinfecting

All employees assigned to the Cleaning Team should be trained on proper cleaning techniques to reduce and prevent the spread of COVID-19.

- **Cleaning** removes dirt and impurities from surfaces and objects and may lower germ counts by removing but not necessarily killing them.
- **Disinfecting** reduces and kills germs on surfaces and objects. Because disinfecting does not necessarily clean the surface, cleaning and disinfecting are both essential.
- **Cleaning Technique.** Clean high-touch areas by using water and soap or cleaning solution to remove dirt and impurities from surfaces and objects and reduce germ counts.
- **Disinfecting Technique.** High-touch areas should be disinfected using materials effective against COVID-19. To quickly disinfect a seating area between events, electrostatic cleaning is a means of spraying a fine mist of positively charged disinfectant particles that adhere to surfaces and objects.
- **Following the Manufacturer's Instructions for Cleaning Equipment.** In all instances it is important that cleaning procedures follow the manufacturer's instructions. This will increase the likelihood of a thorough cleaning while not damaging the equipment or voiding a warranty.
- **Disposal.** Place gloves and other disposable items used for cleaning and disinfecting in a bag that can be tied before disposing of them with other waste.
- **Frequency.** The frequency of cleaning high-touch areas should be determined based on the surface or object and how it is used, applying guidance from local health authorities, as necessary or at least every 30 minutes.
- **Documentation.** Documenting that health and safety practices were followed at the correct intervals can help show that the City behaved reasonably under its circumstances. A supervisor should ensure that cleaning logs are carefully entered and preserved for reference. Events that contract to use a facility should request a copy of the facility's cleaning and disinfection plan.

Handwashing Stations

Handwashing stations should be adequately spaced throughout the facility. Stations must be supplied with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol. These stations should allow no-touch activation if possible. Employees must regularly confirm there are adequate supplies for the handwashing stations.

Equipment

Equipment should be cleaned and sanitized throughout the event (it is recommended that equipment be sanitized after each use).

- **Cleaning equipment.** To clean equipment with faster turnaround times, it is recommended that disinfectants from the CDC 'List N' of effective disinfectants are used (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-coronavirus-covid-19>).
 - It is critical to follow manufacturer and CDC recommendations for the correct application and contact time for each cleaning product to maximize efficacy against the virus.
- **Water coolers.** It is recommended that student-athletes, coaches and officials not share water coolers, drinking stations, water bottles, cups or other drinking devices while participating in an athletic activity.

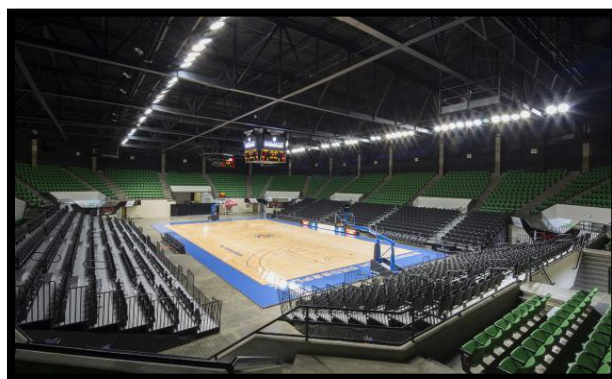
Facility Cleaning

It is recommended that the facility be evacuated of non-essential meet personnel and be sanitized between sessions. If time allows, the seating areas should also be sanitized/disinfected.

E. Student-Athletes, Coaching Staff, Support Staff, Officials, Etc.

Testing

- **NCAA Organizations.** All NCAA student-athletes, coaches and university support staff participating in an event at the CrossPlex should be tested for COVID-19 within 72 hours of the scheduled event. No student-athletes, coaches or university support staff with a positive COVID-19 test within 10 days of the event will be allowed at the facility, unless two negative test results can be provided. In addition, no student athletes, coaches or university support staff displaying COVID-19 symptoms will be allowed at the event.
- **Other Organizations.** It is highly recommended that all other student-athletes (AHSAA, NAIA, NJCAA, etc.), coaches or support staff are tested for COVID-19 within 72 hours of the scheduled event. No student-athletes, coaches or support staff with a positive COVID-19 test within 10 days of the event will be allowed at the facility, unless written medical clearance is provided by the medical provider (and approved by the event host). In addition, no student athletes, coaches or support staff displaying COVID-19 symptoms will be allowed at the event.



Sidelines/Court

Only student-athletes, coaches (including equipment staff and medical staff), officials and 1 photographer and 1 videographer (per University or organization) are allowed on the sidelines/court during an event. No parents or spirit teams are allowed on the sidelines/court (unless the parent is a registered volunteer or coach and the spirit team is competing in the event).

While on the sidelines/court, social distancing guidelines and face covering requirements should be utilized, where possible, for student-athletes, coaches (including equipment staff and medical staff), officials, photographers and videographers. Team bench areas (if applicable) should be arranged so access is limited to team personnel only.

Pre-event activities

Pregame interactions between teams should be limited and social distancing guidelines and face covering requirements shall apply.

Post-event activities

To reduce the spread of COVID-19, student-athletes and coaches should avoid physical contact at the completion of the event by remaining on their respective sidelines. Procedures for post-event gestures of sportsmanship should be discussed and agreed upon by coaches, officials and facility manager.

Recruits

At no time before, during or after the game, are recruits allowed on the sidelines/court. Each University or organization should provide a designated seating area in the facility for recruits and their families. Social distancing requirements should apply to the seating areas.

Additional Guidelines for Events at Bill Harris Arena

Student-athletes are required to wear a face covering when not warming up or participating in an athletic event. All events should utilize social distancing guidelines where possible. Common equipment used by student-athletes should be disinfected/sanitized after each participant/use. It is recommended that the facility be evacuated of non-essential event personnel and be sanitized between sessions. Events should be scheduled to minimize chances that simultaneously conducted events occupy the same space where the ability to properly social distance is impacted.

Team Check-In. Coaches should check-in participating teams at the designated area. Coaches should follow social distancing guidelines and adhere to face covering requirements while in line. It is highly recommended that team's check-in at staggered intervals to minimize congestion.

Volunteers & Officials Check-in. Volunteers and Officials should have a designated area for check-in. This area should not be located at the participant entrance or the coach check-in area to minimize congestion and congregating. Volunteers and officials should practice social distancing guidelines and adhere to face covering requirements while in line.

Training Room. The training room shall only be utilized by designated training staff and student-athletes. There should be no more than 4 people total in the room at a time. Training tables should be spaced at least 6 feet apart. Face covering requirements shall apply within the training room. Tables must be sanitized/disinfected after each use.

Main Floor Area. Only student-athletes and designated coaching staff, volunteers, officials and facility employees are allowed on the main floor area. At no time shall any person use

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the main floor area to congregate. This area shall only be used for events and for warm-ups. Social distancing guidelines and face covering requirements shall apply to all persons in this area, except when actively engaging in athletic activity. At no time are any parents or spectators allowed in this area (unless they are part of the coaching staff, volunteers, officials or facility employees). It is recommended that some form of identification be provided for persons who need to access this area. Volunteers and/or facility staff will monitor all ingress/egress points for the area. Only persons with proper identification will be allowed in this area. It is highly recommended that student-athletes enter at one point and exit at another point.

Additional Resources

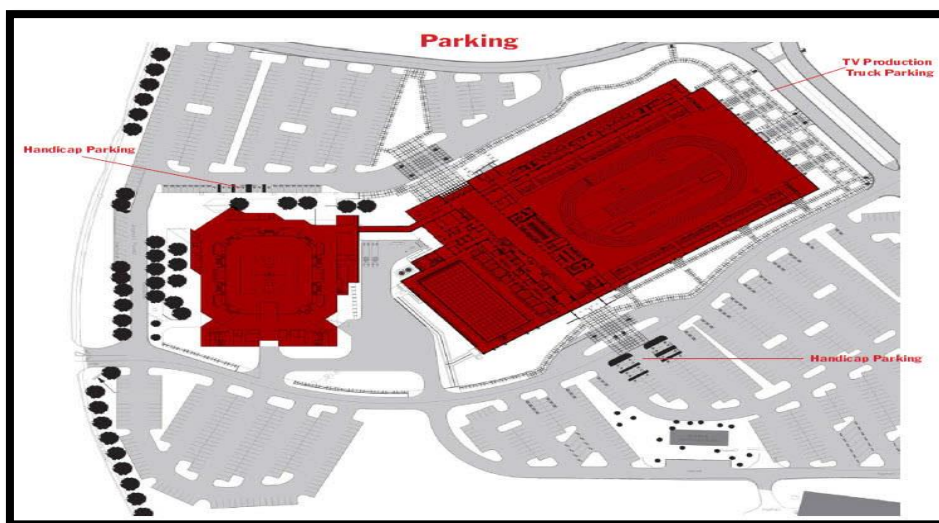
Additional resources can be found at the following sites:

Alabama High School Athletic Association (AHSAA) www.ahsaa.com

National Collegiate Athletic Association (NCAA) www.ncaa.org

National Association of Intercollegiate Athletics (NAIA) www.naia.org

National Junior College Athletic Association (NJCSAA) www.njcaa.org



F. Parking

Parking is an important part of hosting a successful event. Parking at the CrossPlex will operate mostly in the same capacity as it always has, however, there are some changes that will be made to maintain social distancing.

Patron Parking

- Encourage patrons to continue moving through the parking lot and maintaining 6 feet from others when leaving their vehicle.
- The parking lot at the CrossPlex will be a modified layout, reconfiguring the spaces to limit congregation points and ensure proper separation of patrons.
- If there are multiple events on the same day, patrons will be directed to park in the parking area closest to their event.
- Every other parking space will be closed for parking and clearly identified.
 - This provides enough space between two vehicles to maintain 6 feet of separation, even if both patrons are exiting at the same time.
- Event day cash transactions for parking shall require the patron to wear a face covering while the vehicle window is down and while interacting with the parking cashier. All parking cashiers shall wear gloves and face coverings. Exact change for parking admission is strongly encouraged.

- Parking attendants who do not receive money or scan electronic parking passes are not required to wear gloves.

Employee, Volunteer and Media Parking

- All employees/volunteers/media should park in the assigned parking area with clearly identified spacing between each vehicle to allow for the recommended 6 feet distancing.
- Employees/volunteers/media should continue moving through the parking lot and maintain 6 feet separation from others when leaving their vehicle.
- Employee/volunteers/media parking spaces should be reconfigured to limit congregation points and ensure proper separation of employees.

G. Patron Ingress/Egress

Patron Ingress

Patrons' experience at the CrossPlex should match the health guidelines they consistently receive beginning with their first ticketing experience or social media engagement. All patrons entering the CrossPlex must wear a face covering.

Staggered Entry. The CrossPlex should consider ways to schedule staggered ingress to minimize lines for security, bag check, and ticket scanning. Consider the following to spread arrival times and manage demand at the entrance:

- Events with a specific start time could schedule patron arrival times.
- During the ticketing process, patrons could select their ingress time and location.

Tickets. The CrossPlex strongly encourages that tickets sales be cashless. Tickets can be purchased online, through universities, through organizations and ticket agencies prior to the event.

- Electronic tickets can be scanned by ticket-takers wearing face coverings and gloves, or patrons could check themselves in at self-service kiosks in designated areas.
- If paper tickets are purchased, they should be scanned and disposed of by the patron. The goal is to limit physical contact between patron and employee.
- The AHSAA offers a contactless, digital ticketing platform. It is highly recommended that all AHSAA events at the CrossPlex use this platform for ticket sales.
<https://gofan.co/app/school/AHSAA>

Space Requirements. Additional space may be required to accommodate longer but less densely packed lines waiting to enter the facility.

- **How Much Space.** Use the 6-foot social distancing model.
- **How to Queue.** The line waiting to enter can be managed using common methods



such as lines marked on the ground (including social distancing floor stickers), rope and stanchions, and fencing in combination with employees who provide information about anticipated wait time and ingress procedure and also enforce social distancing. The area where patrons wait should have signage showing the event's health rules, including social distancing guidelines and face covering requirements.

Screening. Once patrons reach the front of the line outside the facility, it is strongly encouraged that a new screening process should be implemented, including health screening questions and bag checks.

- **Health Screening Questions:** This should be done prior to the patron entering the facility. An employee should ask 2-3 screening questions and use evaluation criteria in consultation with local health officials.
- **Bag Check.** To avoid touching personal items, CrossPlex and Event Staff should enforce the small clear bag policy in which patrons open their own bags for inspection (see Patron Education for the Clear Bag Policy).

Magnetometers and Pat-Downs. Walk-through magnetometers are effective at detecting metallic objects while allowing security employees to maintain social distance. Hand wands are a less costly alternative which still allow no-contact metal detection, but they require the security employee to be closer than six feet (two meters) from the patron, so they are less optimal from a health perspective. Pat-downs are obviously least sanitary, and facilities may deny admission to patrons who repeatedly activate the magnetometer rather than putting hands on patrons. Any employee conducting a pat-down search **MUST** wear a face covering and gloves and have access to a hand sanitizing station.

- **Security Employees (Including Ticket Takers).** Security employees and ticket takers will be required to wear face coverings and gloves whenever they are among patrons, both for their own health and to model safe practices. Because contaminated gloves spread COVID-19 the same as contaminated hands, employees should avoid touching tickets or patrons unless their task requires it. If touching does become necessary, the employee should immediately discard the gloves, wash their hands, and put on fresh gloves before resuming work.

Sanitizer/Handwashing Stations. Once a patron has presented their ticket and entered the facility, stations with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol should be provided. These stations should allow no-touch activation if possible. Employees and/or volunteers should be appointed as hand sanitizer monitors at points of ingress to ensure that all patrons enter with clean hands. Sanitizer stations and portable hand washing stations should strategically be stationed throughout the facility along with messages and signs about hand washing.

Disability Accommodations. COVID-19 health screening measures may require new accommodations for persons with disabilities. For example, deaf patrons who read lips may require screening from an employee wearing a clear face covering or one with a see-through window over their mouth. With the CrossPlex operating at 25% capacity for all events, they should confirm that enough accessible seating, including companion seats, to comply with disability laws are available. Patrons whose disability makes them unable to wait in a long line may need a more expedited access procedure. In order to remain compliant with applicable laws and provide reasonably accessible events for all patrons, this Guide recommends consulting with City's ADA Coordinator.

Patron Egress

Scheduled Egress at Conclusion of Event. Social distancing likely requires that egress be managed the same way passengers exit an airplane at the end of their flight. After events that have a definite end, such as sporting events, patrons nearest the exits should leave first, by row or section, to clear space for patrons' further inside to follow. This will require employees and volunteers to ensure that patrons understand the procedure and comply with

social distancing requirements until they are in their vehicles or otherwise outside the facility doors.

Emergency Egress. The goal of maintaining six feet between people would become a distant secondary consideration if there is a clear and imminent danger requiring an emergency evacuation. Even during this pandemic, emergency egress plans should reflect that moving patrons away from the most urgent hazard is the first order of business. See page 4 for additional information.

Elevator. No more than 3 persons should be allowed on any elevator. The elevator should be sanitized with disinfectant spray as often as possible.

Suites. A 10% reduction in capacity will be enforced and waiver will be provided. Social distancing guidelines and face covering requirements shall apply to all persons within suites. Each suite shall have at least 2 handwashing stations with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol. These stations should allow no-touch activation if possible.

Patron Isolation Protocol. If a patron should present COVID-19 symptoms while at the CrossPlex, he/she should immediately report to the First Aid Area until able to leave the stadium safely or be transported to a hospital or health clinic if necessary.

H. Employee and Volunteer Ingress/Egress

Event organizers should consider ways to schedule staggered ingress/egress of employees to minimize lines for clock in/out. Measures should be taken to spread arrival times and manage demand at the entrance/exit.

Employee Clock-in/ Clock-out

- Employees and volunteers should be screened prior to the event for COVID-19 related symptoms. This includes officials, athletic trainers, timers, judges, concession workers, caterer, concession workers, etc.
- Employees and volunteers will have a set arrival schedule and will sign-in using their employee number. Events with a specific start time should schedule stagger employee arrival times to allow distance between ingress of employees/volunteers clocking in, to enforce social distancing and prevent congregation. When confirmed for the shift, each supervisor will be responsible for providing the employee/volunteer with the assigned clock-in time prior to arrival to the stadium.
- When an event ends staff should consider staggered schedules for clock out procedures and egress of employees/volunteers.
- Assigned staff will be responsible for managing these areas and clocking employees in and out in a timely manner. Employees will not be allowed to clock themselves in/out without assistance from the assigned staff.

Face Coverings and Glove Requirements. Employees and volunteers are required to wear face coverings and gloves at ingress/egress points. Employees and volunteers are responsible for securing their own face coverings and gloves.

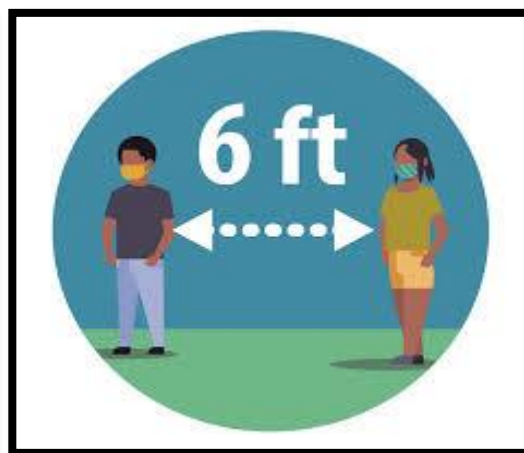
Employee Isolation Protocol. If an employee or volunteer should present COVID-19 symptoms while at the CrossPlex, he/she should immediately report to the First Aid Area until able to leave the stadium safely or be transported to a hospital or health clinic if necessary.

I. Food, Beverages and Merchandise

All concessions staff, food and beverage vendors and merchandise vendors shall practice social distancing guidelines and wear face coverings. All concessions staff and vendors shall be subject to the guidelines for employees and volunteers.

Highly trafficked corridor areas where patrons congregate should be monitored to enforce health policies. Below are some ways to remind patrons of the importance of social distancing:

- High conspicuity gaff tape on the floor, or spray chalk, survey flags, and cones for outdoor spaces, to mark a six-foot separation.
- Rope barriers and stanchions to physically separate patrons.
- Open areas patrolled by employees performing the guest services functions of providing information, enforcing rules, and modeling healthy behavior.
- Messaging to patrons before and during the event through electronic messaging and physical signage.
- Messaging by the loudspeaker/press box during the event.



Intermission

Intermission presents the same social distancing challenges as ingress and egress, with the distinction that some patrons will remain seated. For patrons who choose to get up, they will have to be led out from back to front, and patrons will not be allowed to congregate inside or outside restrooms or near concession stands (except in approved lines and eating areas).

Food and Beverage Vendors

Food and beverage vendors shall be spaced a minimum of 10 feet apart.

Food and Beverage Service

- **Ordering.** Menus can be posted electronically or posted on menu boards outside the concession areas. Patrons will have the option to order via cellular device.
- **Concession Windows.** All concession stands will have protective plexiglass shields to protect cashiers and customers. It is recommended that at all concession stands, only every other window shall be open for service. This will allow for proper social distancing at concession lines.
- **Counter Service.** At concession stands, the number of counter staff should be limited, consistent with social distancing guidelines. Employees should place food and

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beverages on the table, counter, or other surface rather than handing purchases directly to patrons. There will be a separate pick-up location designated for customers that order via cellular device.

- **Partitions.** Where practicable, physical barriers such as clear plastic partitions should be installed at registers and at food ordering stations.
- **Point of Sale Terminals.** The CrossPlex strongly encourages all food or beverage transactions to be conducted electronically. POS terminals should be assigned to one employee and should be sanitized between each user and before and after each shift. Employees who handle money should wear gloves and should not serve food or beverages. Where a point of sale system requires a signature or entry of a PIN, a disposable wooden stylus may allow a touchless transaction.
- **Self-Serve Prohibited.** Employees should place requested items on the counter for patrons to reduce touching of food or packaging. For this reason, self-service buffets, even with clear breath guards, will be prohibited.
- **Beverage Packaging.** Formerly self-service fountain drinks can be replaced with bottled or canned beverages or served with lids by staff inside the concession stand/area.
- **Condiments.** Condiments should be served with food orders only at patrons' request, in disposable single-use packages.
- **Note: Additional Waste.** A likely consequence of more sanitary food and beverage practices is additional trash and recyclable material. It will be important to dispose of trash more regularly.
- **Separate Entry and Exit Points.** If possible, send patrons away from the food and beverage areas in a different direction than the way they entered.
- **Food Preparation.** Food items shall be prepared in designated food preparation kitchens only. Food preparation areas shall not be open to the public.
- **Beverage Barrels.** Access to beverage barrels shall be limited to servers/attendants only. At no time shall patrons be allowed access to beverage barrels.
- **Suites, Press Box and Hospitality Rooms.** A physical barrier such as clear plastic partitions should be installed in all food service areas to separate patrons from the food and the food server/attendant. All food servers/attendants shall wear gloves and face coverings at all times. At no time shall patrons be allowed to serve themselves or enter the food service area.



CrossPlex event organizers should contractually require that merchants present their own infection mitigation plan as a condition of engagement to work the event.

High-Touch Items Related to Food and Beverage Service

Safe service of food and beverages will require frequent sanitization of many small items, such as the following:

- Bottle and can openers
- Cutting boards
- Grill scrapers
- Ice buckets
- Ice scoops
- Knives
- Ladles
- Measuring cups and spoons
- Pots and pans
- Pour spouts
- Serving spoons
- Spatulas
- Squeeze bottles
- Tabletops
- Tongs
- Wine keys

Merchandise

- **Contactless Ordering.** Items for sale can be posted on a web site or event app that allows for mobile ordering and on-site pickup.
- **Gloves and Masks.** The CrossPlex should offer the sale of gloves or masks to patrons and employees.
- **Queuing.** Mark merchandise sales lines on floor, with barricades, or rope and stanchions, patrolled by guest services employees to provide information and enforce social distancing.
- **Touchless.** No trying on merchandise. Only employees may touch items for sale.
- **Contactless Payment.** Point of sale systems that use Apple Pay or a similar app eliminate the need for employees to touch patron credit cards.
- **Final Sale.** No returns or exchanges. All sales are final.
- **Spacing.** Merchandise sellers must be spaced far enough from each other so patrons can wait in line while maintaining social distance and not block access for pedestrians passing by.

Banquet Room/Meeting Room

A physical barrier such as clear plastic partitions should be installed in all food service areas to separate patrons from the food and the food server/attendant. All food servers/attendants shall wear gloves and face coverings at all times. At no time shall patrons be allowed to serve themselves or enter the food service area. Social distancing guidelines shall be posted and apply. Face covering requirements shall also apply.

J. No Standing Policy

In order to prevent crowds from congregating and potentially spreading COVID-19, the CrossPlex will promote and enforce a No Standing Policy. Standing and congregating in highly trafficked areas, including concourses, concession areas, restrooms, stairwells,

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aisles, corridors, etc. will be strictly prohibited. Patrons will be subject to removal from the CrossPlex if strict adherence to these guidelines is not followed.

Patrons will be allowed to stand at designated high-top tables in the main concourse while eating; however, it is recommended that they do not congregate for longer than necessary for food consumption or with other patrons that are not members of the same household.

Patrons will be allowed to sit on designated benches throughout the main concourse; however, it is recommended that they do not congregate longer than necessary for food consumption or with other patrons that are not members of the same household.

Patrons will be allowed to stand in line for restrooms and concessions; however, they must adhere to social distancing guidelines and wear a face covering when standing in approved lines.

K. Media

The media will only be allowed in designated areas of the CrossPlex. All media will be allowed in the Press Box (with a face covering and maintaining a 6 foot separation between each person). Electronic equipment, such as headphones and microphones should not be shared and should be properly sanitized after each use. No sideline reporting will be allowed.



SECTION 4: MEETING HALL

4. MEETING HALL

A. Capacity and Seating Arrangements

Facility Capacity

On September 30th, 2020, Governor Kay Ivey amended the Safer at Home Order to continue requiring facial coverings statewide. The order also limits capacity at entertainment venues to 50% <https://governor.alabama.gov/assets/2020/09/Safer-at-Home-Order-Final-9.29.2020.pdf>). Section 10.b. of the Order establishes a maximum occupancy rate and states that “Indoor and enclosed entertainment venues shall limit occupancy to 50 percent of the normal occupancy load as determined by the fire marshal”.

The CrossPlex shall limit occupancy to 25% of the normal occupancy load as determined by the City’s Fire Marshal. Current occupancy for the Meeting Hall is 500. Modified occupancy at 25% is 125 or be determined based on the clients setup.



Meeting Hall Requirements

Any patron reserving the banquet room/meeting room must sign a COVID-19 waiver releasing the City from any liability should the patron or his/her guests contract COVID-19.

Social distancing guidelines shall be posted and social distancing guidelines shall apply to all patrons/employees/catering staff within the banquet room/meeting room. Face covering requirements shall also apply to patrons utilizing the room.

Ushers, Staff and Volunteers

Ushers provided by the CrossPlex, Event Team Staff, City of Birmingham Employees or other participating organizations are required to attend training on CrossPlex and Bill Harris Arena seating protocols. The ushers will be responsible for guiding patrons, student-athletes, etc. to their designated seats while adhering to social distancing guidelines.

Seating for Patrons with Disabilities

Social distancing guidelines shall apply to all areas designated for persons with disabilities. Seating areas should provide sufficient seating for persons with disabilities, in addition to a

companion seating area. All areas designated for persons with disabilities shall conform to all ADA federal guidelines.

B. Patron Education

“We’re all in this together” describes the essential role patrons play in allowing live events to re-open safely. Because COVID-19 is highly contagious, everyone - patrons as well as employees must do their part. This section focuses on ways to educate patrons to maximize health and safety compliance and minimize disruption of the event.

Changing Expectations

Currently, there is resistance to face covering requirements and social distancing guidelines despite recommendations made by the CDC encouraging both. There is sufficient evidence showing that face coverings limit the spread of COVID-19. For this recommendation to be widely accepted, a cultural change will need to occur. Widespread messaging is a tool that can be used to help educate persons and assist in re-shaping the culture. Widespread messaging can accomplish these two primary goals: 1) patrons will learn that the new rules are for their protection, which will hopefully lead to greater compliance; and 2) transparently showing new sanitary practices will aide concerned patrons in returning to public places.

Where to Message

The following are suggested ways to reach patrons prior to their arrival at the facility:

- **Web Sites/ Social Media Channels**
 - University sites, AHSAA site, City Facility site (CrossPlex), entertainment sites, etc. should prominently display new rules and expectations and all social media channels should mimic this information
- **Ticket Purchasing Sites**
 - Should link to the health and safety rules of the facility
 - The online ticket purchases should require patrons to check a box affirming that they have read and agree to comply with posted rules
- **Emails & Push Notifications**
 - Utilized by sending information regarding the health rules and expectations at regular intervals from the date of ticket purchase through the day of the event
- **Mobile Apps**
 - Valuable means of providing directions to patrons regarding the health rules and expectations of the facility
- **Signage**
 - Should be used to further remind patrons of the facility’s health rules and expectations
- **Ticket Scanning/Bag Check**
 - Excellent places to post health rules and model compliance
 - Should also be marked clearly to enforce social distancing
- **Guest Services Staff & Volunteers**
 - Make the event more personal by smiling and greeting visitors while reminding them of the health and safety rules
 - Encourage compliance by modeling good/proper behavior

How to Message

The following are suggested methods for providing information on COVID-19:

- **Marketing Staff**

- Use creativity to promote health guidance without being intimidating
- **Photos & Videos**
 - Use by showing patrons enjoying the facility even while following health rules
- **Storyboards**
 - Use to show how the facility is sanitized so patrons understand the process and personalize the employees keeping them safe
- **Announcements**
 - Use both audible and visual communication methods to accommodate people with sensory challenges and different languages.

Clear Bag Policy

In addition to the COVID-19 protocols, it is recommended that the CrossPlex implement a Clear Bag Policy for all events. Patrons are encouraged not to bring any types of bags inside the CrossPlex; however, the following bags will be permitted:

- Bags that are clear plastic, vinyl or PVC and do not exceed 12" x 6" x 12"
- One-gallon, clear, plastic freezer bags (Ziploc bag or similar)
- An exception will be made for medically necessary items after proper inspection by event staff

An approved logo, no larger than 4.5" x 3.4" may be displayed on one side of a permissible clear bag.

Prohibited bags include, but are not limited to: purses, briefcases, backpacks, cinch bags and fanny packs that are not clear and/or exceed the size restriction; luggage of any kind; computer bags/cases; camera bags/cases; binocular bags/cases or any bag larger than the permissible size.

Patrons will continue to be able to carry items allowed into the CrossPlex in a permissible clear bag (such as binoculars and cameras).

This policy pertains to bags and is not an all-inclusive list of items that are prohibited from being taken into the CrossPlex.

C. Employee/Volunteer Health and Hygiene

COVID-19 is a highly contagious virus and there is currently no vaccine to prevent its spread. Understanding this is vital to the success of re-opening any City facility. Employees and volunteers must be aware of the health risks of working in close confines and adhere to all COVID-19 health guidelines.

Risk Management Coordinator

This Guide recommends that the Risk Management Coordinator of the Occupational Health Division of Human Resources for the City of Birmingham be responsible for implementation of health and safety protocols for City employees. The following functions describes the role of the Risk Management Coordinator:

- Coordinate, communicate, and assist in the implementation of public health Guidelines
- Work closely with Facility Manager to develop and implement facility health plans
- Ensure that existing safety plans are modified in accordance with new health guidelines

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- Assist in the creation of employee training that applies current information regarding hazards and infection control measures, including social distancing, handwashing and the disinfection of high-touch areas
- In conjunction with the Facility Manager, the Risk Management Coordinator will implement guidelines for employees and patrons that enter the facility during the COVID-19 pandemic

Practices for Healthy Employees & Volunteers

- **Social Distancing**

- Public health guidance insists that whenever possible, everyone should leave at least six feet to the person closest to them. If a task cannot be completed working alone, exposure can be limited by forming a “work team” where



people routinely work together but maintain their distance from everyone else.

- **Hand Washing**

- Frequent hand washing with soap is a vital part of fighting the spread of any virus. Where there is a sink available, employees should wash their hands for twenty (20) seconds at least every 60 minutes, and dry thoroughly with a disposable towel or dryer. As backup, employees may use sanitizer containing at least 60% ethanol or 70% isopropanol. Employees should also wash their hands at the beginning and end of each shift and break, after using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, or drinking.

- **Gloves**

- It is imperative that employees understand that gloves are not a substitute for regular, consistent hand washing. Gloves made of vinyl/similar non-absorbent material that allow fine motor function without the possibility of contaminating the wearer's hands should be worn when conducting health checks on employees/patrons, handling food, tickets, or any items on which infections can be transmitted, and when using cleaning or disinfecting products.
- Employees should be trained on the proper use of gloves, including frequency of disposal and hand washing based on the employee's specific duties, to avoid spreading the virus in high-touch areas.

- **Face Coverings**



- Another essential form of protection is covering the mouth and nose area of the face. Cloth face coverings should always be worn due to a) COVID-19 is spread through respiratory droplets and b) a significant number of infected people show no outward symptoms of illness.

- To ensure maximum comprehension and compliance, signage posted throughout the facility should show how to wear and use a face covering, including these points:

- Wash your hands before putting on a face covering
- Put the same side against your face each time to avoid wearing the “contaminated side” against your nose and mouth
- Remove your face covering using the straps to avoid touching the part that protects your face
- Wash cloth face coverings after each use, and wear other masks only according to the manufacturer’s specifications

- **Personal Protective Equipment (“PPE”)**

- PPE should be used to minimize the risk of exposure to COVID-19.
- Employers should ensure that in addition to face coverings and gloves, employees and volunteers have PPE appropriate for their tasks and that vendors and independent contractors provide and use their own.

- **Touching Your Face**

- It is critical that employees and volunteers avoid touching their eyes, nose, and mouth.
- Microphones, headphones, and other personal equipment should not be shared, and should be sanitized before and after each use.

- **Cough & Sneeze Etiquette**

- Employees and volunteers should cover their cough or sneeze with a tissue, elbow or shoulder, followed by thorough handwashing.

- **Screening**

- It is strongly recommended that a new health screening process be implemented for employees and volunteers prior to the event. This includes officials, athletic trainers, timers, judges, ticket takers, concession workers, volunteers, etc.
- Designated staff should ask 2-3 health screening questions prior to entry into the facility and use evaluation criteria in consultation with local health officials.

Practices for Sick Employees & Volunteers

The following recommended practices for sick employees and volunteers presume a degree of supervisor oversight and control over employees and volunteers that may be difficult when using independent contractors. Where possible, the City should consider incorporating health and safety requirements into their independent contractor agreements and must follow CrossPlex isolation protocol for employees and patrons who present symptoms during events held at the CrossPlex. **See- Isolation Areas Below**

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- **CrossPlex and Event Staff Employees and Volunteers**
 - All employees and volunteers must notify their supervisor and stay home if they have symptoms of acute respiratory illness consistent with COVID-19.
 - The symptoms of COVID-19 include fever, cough, chills, muscle pain, headache, sore throat, or shortness of breath.
 - Supervisors should be notified as soon as symptoms are present and follow the Isolation Protocol. **See below.**
- **Isolation Areas for Employees and Volunteers (COB, CrossPlex and Contract Employees)**
 - If an employee should present COVID-19 symptoms while at work, the First Aid Area is the designated isolation area until the employee or volunteer can leave or be transported to a hospital or health clinic, if necessary.
 - If an employee or volunteer exhibit symptoms of acute respiratory illness upon arrival to work or become sick during the day, his/ her supervisor must separate him/her from other employees and volunteers and send him/her home or to a designated isolation area immediately.
 - City of Birmingham supervisors must notify the Risk Management Coordinator immediately if a City employee displays symptoms of COVID-19 while working to determine next steps.
- **Contract Employees**
 - Contract employees should notify their assigned supervisor to determine next steps and notify the Facility Manager and wait in the isolation area until they can go home or be transported to a hospital or health clinic if necessary.
- **Documentation**
 - The supervisor should document the circumstances of the employee or volunteer's illness to help with contact tracing where applicable.
 - All contact tracing information should be provided to the City of Birmingham Risk Management Coordinator to determine if a City employee was exposed to COVID-19. Contract employees and other volunteers should report to Jefferson County Department of Health for contact tracing.
- **Returning to Work**
 - Employees with symptoms of acute respiratory illness associated with COVID-19 may return to work after medical authorization is received by the City of Birmingham Human Resources Department.
 - Contract employees and volunteers with symptoms of acute respiratory illness associated with COVID-19 may return to work after medical authorization is received by the Facility Manager and approved by the City of Birmingham Human Resources Department.
- **Procedural Response to COVID-19**
 - It may be illegal to provide the infected employee or volunteer's name or other information that could be used to determine his/her identity. Consult the Jefferson County Department of Health and the City's Human Resources policy regarding reporting protocols.
 - Determine what areas of the facility were visited, used, or impacted by the infected employee or volunteer and properly clean and sanitize those impacted areas.
 - Assist the Jefferson County Department of Health with contract tracing efforts. If applicable, notify any impacted employee or volunteer that may have encountered the infected employee or volunteer.

- Any City employee who tests positive for COVID-19 should remain in home isolation for not less than 14 days after symptoms begin, should follow health authority guidance and should not return to the CrossPlex for any event unless cleared by the Human Resources Department.

D. Sanitizing the Facility

Sanitizing High Touch Areas

When the facility opens, surfaces and objects that are touched frequently, such as the ones listed below, should be regularly disinfected using products approved by the applicable health authority. These areas should be sanitized at least every 30 minutes and each cleaning should be documented for each area:

- **Public Areas** (lobby, hallways, dining and food service areas)
 - Door handles, handrails, push plates
 - Barricades the public may touch
 - Handrails for stairs and ramps
 - Elevator buttons - inside and out
 - Reception desks and ticket counters
 - Telephones, point of sale terminals and other keypads
 - Tables and chairs, including highchairs and booster seats
 - Trash receptacle touch points
 - Benches
- **Restrooms** (including locker rooms)
 - Door handles and push plates
 - Sink faucets, counters and toilet handles
 - Lids of containers for disposal of women's sanitary products
 - Soap dispensers and towel dispenser handles
 - Trash receptacle touch points
 - Staggered restroom cleaning is recommended
- **Kitchen and Food Preparation Areas**
 - Handles of all kitchen equipment doors, cabinets, push plates
 - Counter surfaces
 - Light switches
 - Handles of sinks, including handwashing sink and mop sink
 - Cleaning tools and buckets
 - Trash receptacle touch points
- **Banquet/Meeting Room**
 - Door handles and push plates
 - Sink faucets
 - Tables and chairs
 - Trash receptacle touch points
 - Counter surfaces
 - Light switches

Cleaning and Disinfecting

All employees assigned to the Cleaning Team should be trained on proper cleaning techniques to reduce and prevent the spread of COVID-19.

- **Cleaning** removes dirt and impurities from surfaces and objects and may lower germ counts by removing but not necessarily killing them.

- **Disinfecting** reduces and kills germs on surfaces and objects. Because disinfecting does not necessarily clean the surface, cleaning and disinfecting are both essential.
- **Cleaning Technique.** Clean high-touch areas by using water and soap or cleaning solution to remove dirt and impurities from surfaces and objects and reduce germ counts.
- **Disinfecting Technique.** High-touch areas should be disinfected using materials effective against COVID-19. To quickly disinfect a seating area between events, electrostatic cleaning is a means of spraying a fine mist of positively charged disinfectant particles that adhere to surfaces and objects.
- **Following the Manufacturer's Instructions for Cleaning Equipment.** In all instances it is important that cleaning procedures follow the manufacturer's instructions. This will increase the likelihood of a thorough cleaning while not damaging the equipment or voiding a warranty.
- **Disposal.** Place gloves and other disposable items used for cleaning and disinfecting in a bag that can be tied before disposing of them with other waste.
- **Frequency.** The frequency of cleaning high-touch areas should be determined based on the surface or object and how it is used, applying guidance from local health authorities, as necessary or at least every 30 minutes.
- **Documentation.** Documenting that health and safety practices were followed at the correct intervals can help show that the City behaved reasonably under its circumstances. A supervisor should ensure that cleaning logs are carefully entered and preserved for reference. Events that contract to use a facility should request a copy of the facility's cleaning and disinfection plan.

Handwashing Stations

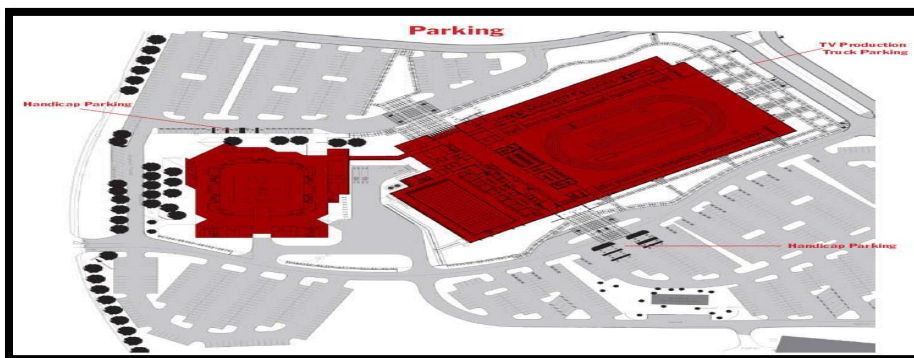
Handwashing stations should be adequately spaced throughout the facility. Stations must be supplied with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol. These stations should allow no-touch activation if possible. Employees must regularly confirm there are adequate supplies for the handwashing stations.

Equipment

Equipment should be cleaned and sanitized throughout the event (it is recommended that equipment be sanitized after each use).

- **Cleaning equipment.** To clean equipment with faster turnaround times, it is recommended that disinfectants from the CDC 'List N' of effective disinfectants are used (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-coronavirus-covid-19>).
 - It is critical to follow manufacturer and CDC recommendations for the correct application and contact time for each cleaning product to maximize efficacy against the virus.
- **Tables/chairs.** It is recommended that the tables and chairs used in the banquet room/meeting room are cleaned or disinfected after each use.

E. Parking



Parking is an important part of hosting a successful event. Parking at the CrossPlex will operate mostly in the same capacity as it always has, however, there are some changes that will be made to maintain social distancing.

Patron Parking

- Encourage patrons to continue moving through the parking lot and maintaining 6 feet from others when leaving their vehicle.
- The parking lot at the CrossPlex will be a modified layout, reconfiguring the spaces to limit congregation points and ensure proper separation of patrons.
- If there are multiple events on the same day, patrons will be directed to park in the parking area closest to their event.
- Every other parking space will be closed for parking and clearly identified.
 - This provides enough space between two vehicles to maintain 6 feet of separation, even if both patrons are exiting at the same time.
- Event day cash transactions for parking shall require the patron to wear a face covering while the vehicle window is down and while interacting with the parking cashier. All parking cashiers shall wear gloves and face coverings. Exact change for parking admission is strongly encouraged.
- Parking attendants who do not receive money or scan electronic parking passes are not required to wear to gloves.

Employee, Volunteer and Media Parking

- All employees/volunteers/media should park in the assigned parking area with clearly identified spacing between each vehicle to allow for the recommended 6 feet distancing.
- Employees/volunteers/media should continue moving through the parking lot and maintain 6 feet separation from others when leaving their vehicle.
- Employee/volunteers/media parking spaces should be reconfigured to limit congregation points and ensure proper separation of employees.

F. Patron Ingress/Egress

Patron Ingress

Patrons' experience at the CrossPlex should match the health guidelines they consistently receive beginning with their first ticketing experience or social media engagement. All patrons entering the CrossPlex must wear a face covering.

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Staggered Entry. The CrossPlex should consider ways to schedule staggered ingress to minimize lines for security, bag check, and ticket scanning. Consider the following to spread arrival times and manage demand at the entrance:

- Events with a specific start time could schedule patron arrival times.
- During the ticketing process, patrons could select their ingress time and location.

Tickets. The CrossPlex strongly encourages that tickets sales be cashless. Tickets can be purchased online, through universities, through organizations and ticket agencies prior to the event.

- Electronic tickets can be scanned by ticket-takers wearing face coverings and gloves, or patrons could check themselves in at self-service kiosks in designated areas.
- If paper tickets are purchased, they should be scanned and disposed of by the patron. The goal is to limit physical contact between patron and employee.
- The AHSAA offers a contactless, digital ticketing platform. It is highly recommended that all AHSAA events at the CrossPlex use this platform for ticket sales.
<https://gofan.co/app/school/AHSAA>

Space Requirements. Additional space may be required to accommodate longer but less densely packed lines waiting to enter the facility.

- **How Much Space.** Use the 6-foot social distancing model.
- **How to Queue.** The line waiting to enter can be managed using common methods such as lines marked on the ground (including social distancing floor stickers), rope and stanchions, and fencing in combination with employees who provide information about anticipated wait time and ingress procedure and also enforce social distancing. The area where patrons wait should have signage showing the event's health rules, including social distancing guidelines and face covering requirements.



Screening. Once patrons reach the front of the line outside the facility, it is strongly encouraged that a new screening process should be implemented, including health screening questions and bag checks.

- **Health Screening Questions:** This should be done prior to the patron entering the facility. An employee should ask 2-3 screening questions and use evaluation criteria in consultation with local health officials.
- **Bag Check.** To avoid touching personal items, CrossPlex and Event Staff should enforce the small clear bag policy in which patrons open their own bags for inspection (see Patron Education for the Clear Bag Policy).

Magnetometers and Pat-Downs. Walk-through magnetometers are effective at detecting metallic objects while allowing security employees to maintain social distance. Hand wands are a less costly alternative which still allow no-contact metal detection, but they require the security employee to be closer than six feet (two meters) from the patron, so they are less optimal from a health perspective. Pat-downs are obviously least sanitary, and facilities may deny admission to patrons who repeatedly activate the magnetometer rather than putting hands on patrons. Any employee conducting a pat-down search **MUST** wear a face covering and gloves and have access to a hand sanitizing station.

- **Security Employees (Including Ticket Takers).** Security employees and ticket takers will be required to wear face coverings and gloves whenever they are among patrons, both for their own health and to model safe practices. Because contaminated gloves spread COVID-19 the same as contaminated hands, employees should avoid touching tickets or patrons unless their task requires it. If touching does become necessary, the employee should immediately discard the gloves, wash their hands, and put on fresh gloves before resuming work.

Sanitizer/Handwashing Stations. Once a patron has presented their ticket and entered the facility, stations with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol should be provided. These stations should allow no-touch activation if possible. Employees and/or volunteers should be appointed as hand sanitizer monitors at points of ingress to ensure that all patrons enter with clean hands. Sanitizer stations and portable hand washing stations should strategically be stationed throughout the facility along with messages and signs about hand washing.

Disability Accommodations. COVID-19 health screening measures may require new accommodations for persons with disabilities. For example, deaf patrons who read lips may require screening from an employee wearing a clear face covering or one with a see-through window over their mouth. With the CrossPlex operating at 25% capacity for all events, they should confirm that enough accessible seating, including companion seats, to comply with disability laws are available. Patrons whose disability makes them unable to wait in a long line may need a more expedited access procedure. In order to remain compliant with applicable laws and provide reasonably accessible events for all patrons, this Guide recommends consulting with City's ADA Coordinator.

Patron Egress

Scheduled Egress at Conclusion of Event. Social distancing likely requires that egress be managed the same way passengers exit an airplane at the end of their flight. After events that have a definite end, such as sporting events, patrons nearest the exits should leave first, by row or section, to clear space for patrons' further inside to follow. This will require employees and volunteers to ensure that patrons understand the procedure and comply with social distancing requirements until they are in their vehicles or otherwise outside the facility doors.

Emergency Egress. The goal of maintaining six feet between people would become a distant secondary consideration if there is a clear and imminent danger requiring an emergency evacuation. Even during this pandemic, emergency egress plans should reflect that moving patrons away from the most urgent hazard is the first order of business. See page 4 for additional information.

Elevator. No more than 3 persons should be allowed on any elevator. The elevator should be sanitized with disinfectant spray as often as possible.

Patron Isolation Protocol. If a patron should present COVID-19 symptoms while at the CrossPlex, he/she should immediately report to the First Aid Area until able to leave the stadium safely or be transported to a hospital or health clinic if necessary.

G. Employee and Volunteer Ingress/Egress

Event organizers should consider ways to schedule staggered ingress/egress of employees to minimize lines for clock in/out. Measures should be taken to spread arrival times and manage demand at the entrance/exit.

Employee Clock-in/ Clock-out

- Employees and volunteers should be screened prior to the event for COVID-19 related symptoms. This includes officials, athletic trainers, timers, judges, concession workers, caterer, concession workers, etc.
- Employees and volunteers will have a set arrival schedule and will sign-in using their employee number. Events with a specific start time should schedule stagger employee arrival times to allow distance between ingress of employees/volunteers clocking in, to enforce social distancing and prevent congregation. When confirmed for the shift, each supervisor will be responsible for providing the employee/volunteer with the assigned clock-in time prior to arrival to the stadium.
- When an event ends staff should consider staggered schedules for clock out procedures and egress of employees/volunteers.
- Assigned staff will be responsible for managing these areas and clocking employees in and out in a timely manner. Employees will not be allowed to clock themselves in/out without assistance from the assigned staff.

Face Coverings and Glove Requirements. Employees and volunteers are required to wear face coverings and gloves at ingress/egress points. Employees and volunteers are responsible for securing their own face coverings and gloves.

Employee Isolation Protocol. If an employee or volunteer should present COVID-19 symptoms while at the CrossPlex, he/she should immediately report to the First Aid Area until able to leave the stadium safely or be transported to a hospital or health clinic if necessary.

H. Food, Beverages and Merchandise

All concessions staff, food and beverage vendors and merchandise vendors shall practice social distancing guidelines and wear face coverings. All concessions staff and vendors shall be subject to the guidelines for employees and volunteers.

Highly trafficked corridor areas where patrons congregate should be monitored to enforce health policies. Below are some ways to remind patrons of the importance of social distancing:

- High conspicuity gaff tape on the floor, or spray chalk, survey flags, and cones for outdoor spaces, to mark a six-foot separation.
- Rope barriers and stanchions to physically separate patrons.
- Open areas patrolled by employees performing the guest services functions of providing information, enforcing rules, and modeling healthy behavior.
- Messaging to patrons before and during the event through electronic messaging and physical signage.
- Messaging by the loudspeaker/press box during the event.



Food and Beverage Vendors

Food and beverage vendors shall be spaced a minimum of 10 feet apart.

Food and Beverage Service

- **Ordering.** Menus can be posted electronically or posted on menu boards outside the concession areas. Patrons will have the option to order via cellular device.
- **Concession Windows.** All concession stands will have protective plexiglass shields to protect cashiers and customers. It is recommended that at all concession stands, only every other window shall be open for service. This will allow for proper social distancing at concession lines.
- **Counter Service.** At concession stands, the number of counter staff should be limited, consistent with social distancing guidelines. Employees should place food and beverages on the table, counter, or other surface rather than handing purchases directly to patrons. There will be a separate pick-up location designated for customers that order via cellular device.
- **Partitions.** Where practicable, physical barriers such as clear plastic partitions should be installed at registers and at food ordering stations.
- **Point of Sale Terminals.** The CrossPlex strongly encourages all food or beverage transactions to be conducted electronically. POS terminals should be assigned to one employee and should be sanitized between each user and before and after each shift. Employees who handle money should wear gloves and should not serve food or beverages. Where a point of sale system requires a signature or entry of a PIN, a disposable wooden stylus may allow a touchless transaction.
- **Self-Serve Prohibited.** Employees should place requested items on the counter for patrons to reduce touching of food or packaging. For this reason, self-service buffets, even with clear breath guards, will be prohibited.
- **Beverage Packaging.** Formerly self-service fountain drinks can be replaced with bottled or canned beverages or served with lids by staff inside the concession stand/area.
- **Condiments.** Condiments should be served with food orders only at patrons' request, in disposable single-use packages.
- **Note: Additional Waste.** A likely consequence of more sanitary food and beverage practices is additional trash and recyclable material. It will be important to dispose of trash more regularly.

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- **Separate Entry and Exit Points.** If possible, send patrons away from the food and beverage areas in a different direction than the way they entered.
- **Food Preparation.** Food items shall be prepared in designated food preparation kitchens only. Food preparation areas shall not be open to the public.
- **Beverage Barrels.** Access to beverage barrels shall be limited to servers/attendants only. At no time shall patrons be allowed access to beverage barrels.
- **Banquet/Meeting Rooms.** A physical barrier such as clear plastic partitions should be installed in all food service areas to separate patrons from the food and the food server/attendant. All food servers/attendants shall wear gloves and face coverings at all times. At no time shall patrons be allowed to serve themselves or enter the food service area. Social distancing guidelines shall be posted and apply. Face covering requirements shall also apply.

CrossPlex event organizers should contractually require that merchants present their own infection mitigation plan as a condition of engagement to work the event.

High-Touch Items Related to Food and Beverage Service

Safe service of food and beverages will require frequent sanitization of many small items, such as the following:

- Bottle and can openers
- Cutting boards
- Grill scrapers
- Ice buckets
- Ice scoops
- Knives
- Ladles
- Measuring cups and spoons
- Pots and pans
- Pour spouts
- Serving spoons
- Spatulas
- Squeeze bottles
- Tabletops
- Tongs
- Wine keys

Merchandise

- **Contactless Ordering.** Items for sale can be posted on a web site or event app that allows for mobile ordering and on-site pickup.
- **Gloves and Masks.** The CrossPlex should offer the sale of gloves or masks to patrons and employees.
- **Queuing.** Mark merchandise sales lines on floor, with barricades, or rope and stanchions, patrolled by guest services employees to provide information and enforce social distancing.
- **Touchless.** No trying on merchandise. Only employees may touch items for sale.
- **Contactless Payment.** Point of sale systems that use Apple Pay or a similar app eliminate the need for employees to touch patron credit cards.
- **Final Sale.** No returns or exchanges. All sales are final.

- **Spacing.** Merchandise sellers must be spaced far enough from each other so patrons can wait in line while maintaining social distance and not block access for pedestrians passing by.

Banquet Room/Meeting Room

A physical barrier such as clear plastic partitions should be installed in all food service areas to separate patrons from the food and the food server/attendant. All food servers/attendants shall wear gloves and face coverings at all times. At no time shall patrons be allowed to serve themselves or enter the food service area. Social distancing guidelines shall be posted and apply. Face covering requirements shall also apply.

I. No Standing Policy

In order to prevent crowds from congregating and potentially spreading COVID-19, the CrossPlex will promote and enforce a No Standing Policy. Standing and congregating in highly trafficked areas, including concourses, concession areas, restrooms, stairwells, aisles, corridors, etc. will be strictly prohibited. Patrons will be subject to removal from the CrossPlex if strict adherence to these guidelines is not followed.

Patrons will be allowed to stand at designated high-top tables in the main concourse while eating; however, it is recommended that they do not congregate for longer than necessary for food consumption or with other patrons that are not members of the same household.

Patrons will be allowed to sit on designated benches throughout the main concourse; however, it is recommended that they do not congregate longer than necessary for food consumption or with other patrons that are not members of the same household.

Patrons will be allowed to stand in line for restrooms and concessions; however, they must adhere to social distancing guidelines and wear a face covering when standing in approved lines.

5. LEGAL ISSUES

The City of Birmingham Office of City Attorney should be consulted to provide procedures on addressing legal issues that may arise as events open up at the CrossPlex. One issue that can be addressed is the City's legal duty to the exposure if someone claims they got "infected" while attending or working and event.

The risk of contracting COVID-19 should create a new social contract between event and venue operators and the people who work at and attend them. Because event employees and patrons all have a duty to behave reasonably under their circumstances, everyone should promise to maintain social distancing and engage in sanitary practices suitable for a pandemic, rather than doing only enough to keep their job or avoid getting ejected. Likewise, even if there is relatively little risk of losing a lawsuit based on negligent sanitary practices, event and venue operators should implement robust health and safety measures because they will save lives and help re-open more events.

RESOURCES FOR FURTHER READING

This *CrossPlex Facility Re-Opening Guide* does not presume to offer medical guidance or opinions. Rather, we have based our operational suggestions on public health material produced by reputable authorities, and we have considered guidance written by our peers in related fields or businesses. Most of the material listed below is from the United States, but we are aware that similar guidance is being written every day in other parts of the world.

Here are some of the publicly available materials we have found valuable, hyperlinked to the source documents.

Health Information

- [Centers for Disease Control and Prevention](#) (“CDC”), U.S. Department of Health & Human Services (“DHHS”). This web site contains many useful subpages that discuss the epidemiology of COVID-19 and means of mitigating its risks, as well as an extensive glossary of terms related to infection control.
- [World Health Organization](#) (“WHO”), like the CDC web site, provides a great deal of information about the science of COVID-19, its global impact, the effects of containment programs, and strategies and plans one might adopt to curtail its spread.
- [Coronavirus Resource Center](#), Johns Hopkins University & Medicine, features a COVID-19 global case tracker which is updated daily, news and information from experts, and many other infection control resources.

Guidance for Workplaces

- The United States Department of Labor (“DOL”), Occupational Safety and Health Administration, has extensive resources on its [COVID-19 web page](#), including [“Guidance on Preparing Workplaces for COVID-19,”](#) OSHA 3990-03 2020.
- [“Operational Toolkit for Businesses Considering Re-openRe-opening or Expanding Operations in COVID-19,”](#) Johns Hopkins Bloomberg School of Public Health, May 6, 2020.
- [“Pandemic Preparedness in the Workplace and the Americans with Disabilities Act,”](#) U.S. Equal Employment Opportunity Commission, issued October 9, 2009, updated March 19, 2020.
- [“HIPAA Privacy and Novel Coronavirus,”](#) DHHS, Office for Civil Rights, February 2020.

Guidance for Mass Gatherings

- [“Considerations for sports federations/sports event organizers when planning mass gatherings in the context of COVID-19,”](#) WHO, Interim guidance, April 14, 2020, and [“Guidance for the use of the WHO Mass Gatherings Sports: addendum risk assessment tools sin the context of COVID-19,”](#) April 30, 2020.

- [“Key planning recommendations for Mass Gatherings in the context of the current COVID-19 outbreak,”](#) WHO, Interim guidance, March 19, 2020.
- [“Interim Guidance for Event Planners,”](#) CDC, March 15, 2020.
- [“The Event Safety Alliance Re-Opening Guide For Event Professional During COVID-19 Pandemic, May, 11 2020”](#)

Reasonable Practices for Employees and Patrons

- [“CDC/EPA Cleaning & Disinfecting Guidance,”](#) CDC, May 7, 2020.
- [“Cleaning and Disinfection for Community Facilities,”](#) CDC, May 7, 2020.
- [“Keep Your Distance to Slow the Spread,”](#) CDC, May 6, 2020.
- [“Temperature Screening: This Season’s Newest Attraction?”](#) International Association of Amusement Parks and Attractions (“IAAPA”), April 8, 2020.
- [“Recommendations for Cloth Face Covers,”](#) CDC, April 3, 2020.
- [“When & How to Wash Your Hands,”](#) CDC, April 2, 2020.
- [“Enforcement Policy for Sterilizers, Disinfectant Devices, and Air Purifiers During the Coronavirus Disease 2019 \(COVID-19 Public Health Emergency\),”](#) FDA, March 25, 2020.

Food Safety

- [“Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic,”](#) DHHS, Food and Drug Administration (“FDA”), April 21, 2020.
- [“Food Safety and the Coronavirus Disease 2019 \(COVID-19\),”](#) FDA web site.

Weather Sheltering

- [“Tornado Sheltering Guidelines during the COVID-19 Pandemic,”](#) American Meteorological Society, April 9, 2020.

Persons with Disabilities

- [“What You Should Know About the ADA, the Rehabilitation Act and the Coronavirus,”](#) U.S. Equal Employment Opportunity Commission.

Contact Tracing

- [“Coronavirus: How does contact tracing work and is my data safe?”](#) BBC News, May 6, 2020.
- [“Principles of Contact Tracing,”](#) CDC, April 29, 2020.
- [“Protecting Lives & Liberty,”](#) Nicky Case, posted April 2020.

Posters for Workplaces

- [Hand hygiene posters,](#) WHO.
- [“Prevent the spread of COVID-19 if you are sick,”](#) CDC.
- [“Employee Rights,”](#) DOL, Wage and Hour Division.

Infection Control Guidance from Related Businesses and Groups

- [“Wynn Las Vegas Health & Disinfection Program,”](#) Wynn Resorts, Version 2.5, visited May 9, 2020.
- [“Travel in the New Normal,”](#) U.S. Travel Association, May 4, 2020.
- [“Sports Event Planning Considerations Post-COVID-19,”](#) United States Olympic & Paralympic Committee, April 28, 2020.
- [“NABTU and CPWR COVID-19 Standards for U.S. Construction Sites,”](#) North America’s Building Trades Unions and The Center for Construction Research and Training, April 27, 2020.
- [“COVID-19 Risk Adjusted Strategy,”](#) Republic of South Africa Health Department, draft, April 25, 2020.
- [“The New Rulebook Guidelines for Film Productions in Sweden & Denmark,”](#) Hobby Film, April 24, 2020.

- ["COVID-19 Re-openRe-opening Guidance,"](#) National Restaurant Association, April 22, 2020.
- ["Guidelines & Protocols for Re-openRe-opening,"](#) Government of Dubai, April 22, 2020.
- ["FAQs: Farmers Market COVID-19 Response,"](#) Seattle Farmers Markets, visited April 19, 2020.
- ["Performance Buildings in the Post-Pandemic World,"](#) Charcoalblue, March 2020.
- ["Convention and Exhibition Centre Health and Safety: Managing COVID-19 Challenges,"](#) International Association of Convention Centres and the Global Association of the Exhibition Industry, March 2020.



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