

REOPEN BOSTON

Cultural Institutions, Tourism, and Performance Arts



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RESUMING OPERATIONS DURING COVID-19

- **COVID-19 status as of July 9, 2020**



13,650 confirmed cases



9,666 recovered

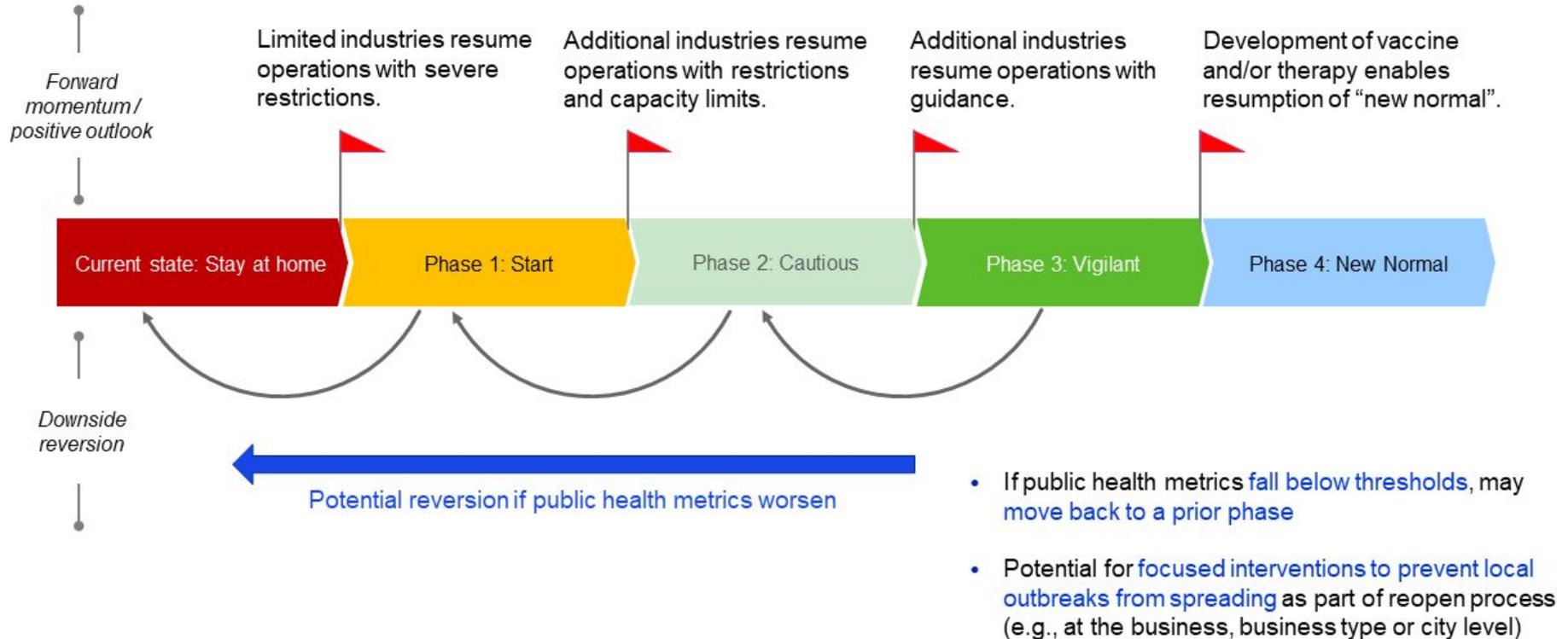


713 deaths

- Reopening services increases the risk of spreading COVID-19.
- Operations must be altered to limit risk until a vaccine or effective treatment is developed.
- Linguistically and culturally appropriate public messaging and communications are critical.
 - ✓ The needs of the disproportionately impacted to be addressed in plans
- **All plans must include mechanisms for how programs and services can be quickly scaled back if COVID-19 cases and deaths begin to spike.**



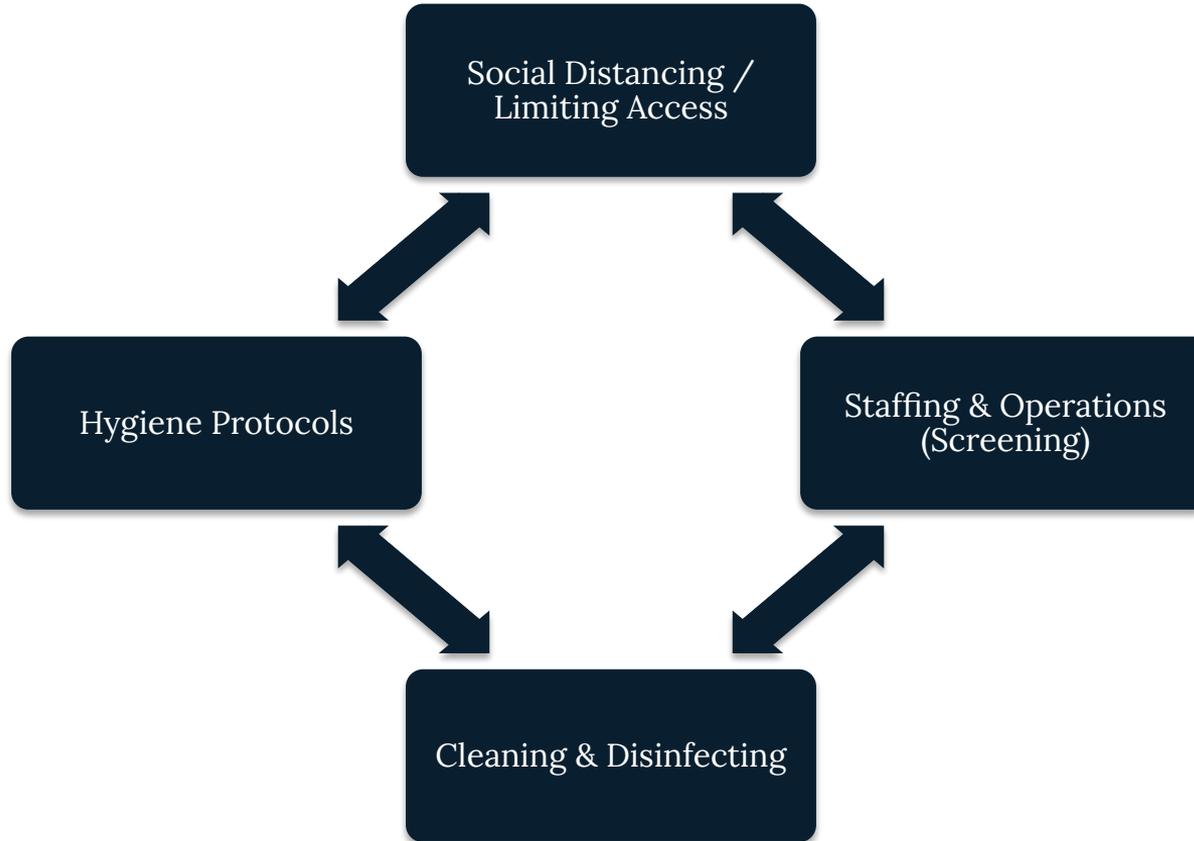
Four-Phase Approach to Reopening Massachusetts



GUIDING PRINCIPLES FOR REOPENING

- Ensure your business can meet guidelines and best practices outlined in Operational Recommendations.
 - ✓ Employee health
 - ✓ Visitor Safety
 - ✓ Social Distancing
 - ✓ Personal protective equipment
 - ✓ Preparation of business
 - ✓ Maintenance of sanitation/hygiene procedures
- Ensure personnel are trained and follow guidelines.
- Reinforce guidelines and build into operational requirements.
- Evaluate each of your practices and procedures to see if they can be safely performed within current standards or should be delayed until a later phase.
- Clearly communicate operational rules to employees and visitors.

RESUMING OPERATIONS DURING COVID-19



REOPENING BOSTON

STATE MANDATORY SAFETY STANDARDS



CULTURAL INSTITUTIONS, TOURISM, AND PERFORMANCE ARTS

PHASE 3, STEP 1-CURRENT STATUS

In Step 1 of Phase 3, many cultural institutions, tourist attractions, and performance arts organizations are permitted to open on July 13, 2020. City of Boston Operational Recommendations provide detailed information for Museums and Cultural and Historical Facilities and Guided Tours and Theaters and Performance Venues, including additional best practices. This presentation will provide an overview of these two groups. Operational Recommendations are available at boston.gov/reopening.

Beginning on July 13, the City will allow for the issuance of permits for outdoor events of up to 50 individuals.

- Permitted events on all outdoor properties owned by the City including parks;
- Low-contact amateur sporting events at Boston parks; and
- All outdoor events whether on public or private property permitted through the Special Events Committee.

Public health metrics will dictate any future adjustments to the capacity limitations.

Events larger than 50 but no greater than 100 participants will be considered on a case by case basis.

PHASE 3, STEP 1-CURRENT STATUS - MUSEUMS/CULTURAL & HISTORICAL FACILITIES/GUIDED TOURS

Museums / Cultural & Historical Facilities / Guided Tours

Facilities addressed under the term “Museum” in the State reopening guidelines include Museums, Aquariums, and indoor and outdoor Historic Spaces and Sites, and Guided Tours. Each “museum” must monitor visitor entries and exits and limit occupancy for each building open to the public at all times to:

- 40% of the museum’s maximum permitted occupancy as documented in its occupancy permit on record with the municipal building department or other municipal record holder
- Facilities for which no permitted occupancy limitation is on record may allow 8 persons (including staff) per 1,000 square feet of accessible indoor or outdoor space
- In any case, no enclosed space within the facility may exceed occupancy of 8 persons per 1,000 square feet
- All occupant counts and calculations shall include customers, staff, and other workers

<https://www.mass.gov/info-details/safety-standards-and-checklist-museums-and-cultural-and-historical-facilities-and>

PHASE 3, STEP 1-CURRENT STATUS - THEATRE AND PERFORMANCE

Theater and Performance Venues

In Step 1 of Phase 3, only outdoor Theater and Performance Venues and indoor movie theaters may reopen. Drive-in movie theaters may continue to operate under guidance issued for Drive-In Movie Theaters. Other indoor Theater and Performance Venues must remain closed until authorized to open under a subsequent order.

Large capacity event venues must continue to remain closed until Phase IV. This includes venues used for group or spectator sports, entertainment, business, and cultural events including:

- Stadiums, arenas, and ballparks
- Exhibition and convention halls

<https://www.mass.gov/info-details/safety-standards-and-checklist-theaters-and-performance-venues>

PHASE 3, STEP 1-CURRENT STATUS - THEATRE AND PERFORMANCE CONT.

Theater and Performance Venues Cont.

- Indoor movie theaters must monitor customer entries and exits and limit occupancy at all times to:
 - 40% of each individual theater or screening room's maximum permitted occupancy as documented in its occupancy permit on record with the municipal building department or other municipal record holder, and never more than 25 persons in a single enclosed, indoor space
- Venues for which no permitted occupancy limitation is on record may allow 8 persons per 1,000 square feet of accessible space, and never more than 25 persons in a single enclosed, indoor space
- Each outdoor venue must monitor customer entries and exits and limit occupancy at all times to 25% of the venue's maximum permitted occupancy as documented in its occupancy permit on record with the municipal building department or other municipal record holder, but in no event may the venue admit or host more than 100 persons
 - **However all permitted events on City property or those that require review and approval through the Special Events Committee are limited to 50 participants.**
- All occupant counts and calculations for indoor and outdoor venues must include customers, workers, and any other persons present

SOCIAL DISTANCING-STATE MANDATORY SAFETY STANDARDS

Standard Social Distancing Requirements for Cultural Institutions, Tourism, and Performance Arts

- Ensure 6 feet of distance in work, waiting, and other areas:
 - ✓ Close or reconfigure worker common spaces and high density areas where workers are likely to congregate (e.g., break rooms, eating areas) to allow social distancing.
 - ✓ Stagger lunch and break times for workers, regulate the maximum number of people in one place and ensure at least 6 feet of physical distancing between workers.
 - ✓ Close or reconfigure other common spaces where visitors are likely to congregate or where social distancing is not possible, such as lobbies and waiting areas.
 - ✓ Establish directional pathways to manage visitor flow for foot traffic, to minimize contact (e.g., one-way entrance and exit to rooms, one-way pathways). Post clearly visible signage regarding these policies.
 - ✓ Install visual markers (boundaries, walkways, signage, etc.) to encourage visitors to remain at least 6 feet apart while moving throughout the space.

SOCIAL DISTANCING-STATE MANDATORY SAFETY STANDARDS

Standard Social Distancing Requirements for Cultural Institutions, Tourism, and Performance Arts, Cont.

- Post clearly visible signage regarding the need to maintain 6 feet of social distancing and not to enter a room until that distancing can be maintained.
- All occupant counts and calculations shall include visitors, staff, and other workers.
- Require face coverings for all workers and visitors, except where unsafe due to medical condition or disability

SOCIAL DISTANCING-STATE MANDATORY SAFETY STANDARDS

Specific Requirements for Museums and Cultural and Historical Facilities and Guided Tours

Each museum must monitor visitor entries and exits and limit occupancy for each building open to the public at all times to the following:

- Forty percent of the museum's maximum permitted occupancy as documented in its occupancy permit on record with the municipal building department or other municipal record holder
- Facilities for which no permitted occupancy limitation is on record may allow eight persons (including staff) per 1,000 square feet of accessible indoor or outdoor space.
- In any case, no enclosed space within the facility may exceed occupancy of eight persons per 1,000 square feet.

SOCIAL DISTANCING-STATE MANDATORY SAFETY STANDARDS

Specific Requirements for Museums and Cultural and Historical Facilities and Guided Tours

- Encourage online ticket sales and contactless payment methods if possible. Consider using timed entry tickets and/or reservations and imposing time limits for visits to ensure compliance with occupancy limits.
- Encourage use of electronic versions of guide materials where possible. All physical guide materials must be discarded or sanitized between use.
- Encourage museums to offer exclusive hours or other accommodations for those in high-risk populations as defined by the CDC.

SOCIAL DISTANCING-STATE MANDATORY SAFETY STANDARDS

Specific Requirements for Theaters and Performance Venues

- Indoor movie theaters must monitor attendee entries and exits and limit occupancy at all times to:
 - 40% of each individual theater or screening room's maximum permitted occupancy as documented in its occupancy permit on record with the municipal building department or other municipal record holder, and never more than 25 persons in a single enclosed, indoor space.
 - Venues for which no permitted occupancy limitation is on record may allow 8 persons per 1,000 square feet of accessible space, and never more than 25 persons in a single enclosed, indoor space.
- **In the City of Boston, however, outdoor events permitted through the City are capped at 50 people.**
- All occupant counts and calculations for indoor and outdoor venues must include attendees, workers, and any other persons present.
- Venues must put markers outside of the building to ensure 6 feet of distance for attendees who are waiting outside to enter.

SOCIAL DISTANCING-STATE MANDATORY SAFETY STANDARDS

Specific Requirements for Theaters and Performance Venues

- Mark exhibit rooms and hallways to indicate 6 feet separation.
- Establish directional pathways to manage visitor flow for foot traffic, if possible, to minimize contact (e.g., one-way entrance and exit to rooms and/or exhibits, one-way pathways).
- Post clearly visible signage regarding these policies.
- Limit group sizes to no more than 10 people for groups attending together.
- Reconfigure seating areas to ensure 6 feet between attendees not in the same group.
- Distance shall be measured from the closest boundary of one attendee recreation or seating area to the closest boundary of another attendee recreation or seating area.
- This may require blocking every other row of seats and/or staggered seating within rows.

SOCIAL DISTANCING-STATE MANDATORY SAFETY STANDARDS

Specific Requirements for Theaters and Performance Venues

- Special protocols should be followed for close contact between live performers:
 - Encourage performers to wear face coverings during performances if possible.
 - Performers should remain at least 6 feet apart.
 - Activities that require prolonged direct contact (e.g. intimate scenes, fight scenes, etc.) are discouraged.
- Prohibit direct interaction between performers and audience before, during, or after performances (including backstage and post-performance meetings).
- For outdoor live performances, singing and playing of brass and wind instruments is discouraged. For performances involving singing or brass or wind instruments, special distancing should be followed:
 - At least 10 feet between performers.
 - At least 25 feet between performers and the first row of the audience.
- All commonly touched physical materials must be discarded or sanitized between use.
- Any self-serve racks or containers for these materials should be removed, and instead, all materials must be handed out individually by workers.

HYGIENE PROTOCOLS-STATE MANDATORY SAFETY STANDARDS

Standard Hygiene Requirements for Cultural Institutions, Tourism, and Performance Arts

- Conduct frequent cleaning and disinfection of site (at least daily and more frequently if feasible).
- Conduct frequent disinfecting of heavy transit areas and high-touch surfaces (e.g., doorknobs, bathrooms, seats, ticket counters, staff break rooms).
- Keep cleaning logs that include the date, time, and scope of the cleaning.
- In event of a positive case, shut down site for a deep cleaning and disinfecting of the workplace in accordance with current CDC guidance.

HYGIENE PROTOCOLS-STATE MANDATORY SAFETY STANDARDS

Specific Hygiene Requirements for Museums and Cultural and Historical Facilities and Guided Tours

- Ensure access to handwashing facilities on site, including soap and running water, and allow enough break time for workers to wash hands frequently; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative.
- Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes).
- Alcohol-based hand sanitizers with at least 60% alcohol should be made available at entrances and throughout floor areas for both workers and visitors.
- Post visible signage throughout the site to remind workers of hygiene and safety protocols.
- Avoid sharing equipment and supplies between workers.
- Disinfect shared equipment before use by another employee.

HYGIENE PROTOCOLS-STATE MANDATORY SAFETY STANDARDS

Specific Hygiene Requirements for Theaters and Performance Venues

- Disinfect seating areas and any other mutually touched objects immediately after each use. At no point should attendees come in contact with objects that others have touched without first being disinfected according to CDC guidelines.

STAFFING AND OPERATIONS-STATE MANDATORY SAFETY STANDARDS

Standard Staffing and Operations Requirements for both Cultural Institutions, Tourism, and Performance Arts

- Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission, including the following:
 - Social distancing, handwashing, and proper use of face coverings
 - Self-screening at home, including temperature and symptom checks
 - Importance of not coming to work if ill
 - When to seek medical attention if symptoms become severe
 - Which underlying health conditions may make individuals more susceptible to contracting and suffering from a severe case of the virus
- Adjust workplace hours and shifts (leverage working teams with different schedules or staggered arrival and/or departure) to minimize contact across workers and reduce congestion at entry points.

STAFFING AND OPERATIONS-STATE MANDATORY SAFETY STANDARDS

Standard Staffing and Operations Requirements for Cultural Institutions, Tourism, and Performance Arts

- Facilities must screen workers at each shift by ensuring the following:
 - Worker is not experiencing any symptoms such as fever (100F and above) or chills, cough, shortness of breath, sore throat, fatigue, headache, muscle and/or body aches, runny nose and/or congestion, new loss of taste or smell, or nausea, vomiting, or diarrhea.
 - Worker has not had “close contact” with an individual diagnosed with COVID-19. “Close contact” means living in the same household as a person who has tested positive for COVID-19, caring for a person who has tested positive for COVID-19, being within 6 feet of a person who has tested positive for COVID-19 for 15 minutes or more, or coming in direct contact with secretions (e.g., sharing utensils, being coughed on) from a person who has tested positive for COVID-19, while that person was symptomatic.
 - Worker has not been asked to self-isolate or quarantine by their doctor or a local public health official.
- Workers who fail to meet the above criteria must be sent home.

STAFFING AND OPERATIONS-STATE MANDATORY SAFETY STANDARDS

Standard Staffing and Operations Requirements for Cultural Institutions, Tourism, and Performance Arts

- Maintain a log of workers and visitors to support potential contact tracing (name, date, time, contact information).
- Workers may not appear for work if they are feeling ill.
- Post notice to workers and visitors of important health information and relevant safety measures as outlined in the Commonwealth's Mandatory Safety Standards for Workplace.

STAFFING AND OPERATIONS-BOSTON RECOMMENDATIONS

Boston Recommendations for Cultural Institutions, Tourism, and Performance Arts

- Communicate workplace policies clearly, frequently, and through various channels.
- Consider daily team all-staff conference calls or virtual check-ins to disseminate information and policy changes.
- Prevent stigma and discrimination in the workplace by keeping health information private in compliance with state and federal laws.
- Uphold stringent anti-discrimination policies, with a zero-tolerance policy for any assumption of COVID-19 risk or infection status based on race or country of origin and offer a safe way for workers to report an instance of discrimination.
- Clearly communicate changes in policy and procedures to staff several days or more in advance whenever possible and provide a mechanism for receiving questions, suggestions, and feedback from staff.

STAFFING AND OPERATIONS-STATE MANDATORY SAFETY STANDARDS

Specific Staffing and Operations Requirements for Museums and Cultural and Historical Facilities and Guided Tours

- Require face coverings for all workers and visitors, except where unsafe due to medical condition or disability.
- Facilities should maintain operating hours to allow for ongoing off-hour sanitation and cleaning.
- Limit visitors and service providers on-site; shipping and deliveries should be completed in designated areas
- Interactive exhibits (i.e., touch-and-feel exhibits, play areas) should be closed or be configured with 6 feet of distancing clearly marked and receive frequent cleaning and disinfection. Hand-hygiene stations (with soap and water or alcohol-based hand sanitizer) should be accessible to promote safe use.

STAFFING AND OPERATIONS-STATE MANDATORY SAFETY STANDARDS

Specific Staffing and Operations Requirements for Museums and Cultural and Historical Facilities and Guided Tours

- Additional on-site amenities and services may only open and operate when those amenities or services would otherwise be authorized to operate under the Commonwealth's Phased Reopening Plan and then must adhere to all sector-specific safety protocols, available on the Reopening Plan website, applicable to the amenity or service. Examples include the following:
 - Restaurants: Must follow the latest restaurant guidance
 - Gift shops: Must follow the latest retail guidance
 - Performance venues: Must follow the latest performance venue guidance
 - Events: Must follow the latest indoor and outdoor events guidance

STAFFING AND OPERATIONS-STATE MANDATORY SAFETY STANDARDS

Specific Staffing and Operations Requirements for Theaters and Performance Venues

- Stagger event times (such as theater showings) to avoid congregation of attendees in different groups and to allow for thorough cleaning of the activity space (e.g., seating areas or tables) before new attendees arrive.
- Workers should facilitate organized entrance and exit between events where audiences are arranged in rows or other large groups to prevent unnecessary congregation of attendees.
- Facilities should develop a seating plan for which attendees can reserve spots ahead of time and which is adjustable to the size of the booking party, allowing couples and small groups to sit together while maintaining at least 6 feet of distance from other individuals and/or groups.
- Instruct attendees to limit seating groups only to related or associated members of same party.
- Reconfigure lobbies to discourage congregation of attendees before, during, or after shows.

REOPENING BOSTON

BOSTON PUBLIC HEALTH COMMISSION



POSITIVE COVID CASES – MANDATORY ACTIONS

- If the employer is notified of a positive case at the workplace (this could include an employee, customer, vendor, cleaning staff, etc), the employer should notify the local Board of Health (LBOH), where the workplace is located and work with them to trace likely contacts in the workplace for the City of Boston that is Boston Public Health Commission (BPHC) and advise workers to isolate and self-quarantine. Testing of other workers may be recommended consistent with guidance and/or at the request of the LBOH.

In the case of an employee advising an employer of a positive COVID case in the City of Boston:

- The employer should obtain consent from the employee to share his or her personal information with the Boston Public Health Commission (BPHC).
- If the employer does not have consent to share the employee's information, the employer can still call BPHC for general guidance on closures and identifying close contacts. **The employer cannot reveal information about the confirmed case to close contacts due to privacy concerns.** This function may be supported by public health agencies other than BPHC depending on the location of the confirmed case.

POSITIVE COVID CASES – MANDATORY ACTIONS

- When calling BPHC, employers should be able to identify whether the employee worked 48 hours prior to onset of symptoms or was asymptomatic 48 hours prior to the test. The employer should also be able to identify if the employee was wearing a face covering at work, details of work conditions, locations of work (i.e., inside, outside), proximity to other employees or customers, level of interaction with the public, and barriers or face coverings that were in place.
- The employer will help the LBOH to identify employee(s) who may have had contact with the confirmed case. The employer will notify these employees of the need to quarantine. The employer and LBOH will reach out to affected healthcare providers. Contacts to a confirmed case should be encouraged to have a COVID-19 test. Any employee that is identified as a close contact should not return to work for at least for 14 days.

POSITIVE COVID CASES – RECOMMENDED ACTIONS

- Workers who test positive for COVID-19 should not be allowed to return to work until cleared by a medical professional as being symptom-free for at least 3 days and having been at least 10 days since symptoms first appeared
- Any previous visitor who has notified the establishment of a positive case should be encouraged to contact LBOH. Management should also contact any employee and known visitors who may have come into contact with that visitor.
- Maintain and review visitor and employee records as necessary for information to support contact-tracing efforts

SUPPORT RESOURCES

Visit [BPHC.ORG](https://www.bphc.org) for:

- Downloadable fact sheets for use in employee training
- Downloadable posters to print and post in the business for mask use, social distancing, hand washing, etc.
- The current information on COVID-19 infection in Boston and efforts to address it

Remember:

- **If you are not ready or able to open safely, do not open until you are**
- **If you cannot provide a service safely while following the state requirements, do not offer that service**

FOLLOW-UP QUESTIONS

*Contact BPHC's Environmental &
Occupational Health Division*

617-534-5965
ehpermits@bphc.org



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REOPENING BOSTON

BOSTON LICENSING BOARD



SPECIAL EVENTS

Beginning July 13, 2020, the City of Boston will allow for the issuance of permits for outdoor events of up to 50 individuals. The 50-person capacity limit will apply to the following:

- Permitted events on all outdoor properties owned by the City including parks
- Low and moderate contact amateur sporting events at Boston parks
- All outdoor events whether on public or private property permitted through the Special Events Committee

Public health metrics will dictate any future adjustments to capacity limitations.

Events larger than 50 but no greater than 100 participants will be considered on a case-by-case basis.

To submit an application for a special event or amateur sporting event at a City of Boston park, please visit

https://apm.activecommunities.com/cobparksandrecdepart/Reserve_Options

To submit an application for other outdoor events on public or private property, please visit and submit an event application, please visit

<https://www.boston.gov/departments/consumer-affairs-and-licensing/how-apply-host-public-event-boston>

THANK YOU

