

## Implementation Plan

### INTRODUCTION

The submitted plan for University of Kentucky events and meetings has been created for the well-being of students, faculty, staff, event/meeting organizers, and visitors to the University, to provide an enriching student experience, safe working environment, and welcoming atmosphere for all who step foot on our campus. The University understands that the college experience is more than just an in-classroom education and is working on a fluid and evolving plan that adheres to CDC and local government guidelines to provide that experience in a reinvented normal. This plan must also take into consideration the well-being of the faculty and staff necessary to plan and organize many of the University events, as well as the vast number of off-campus visitors who might be visiting the University of Kentucky for the first time. Our goal for Fall 2020 is to continue to allow meeting and events on campus that operate in a way that keeps our campus community safe and healthy.

**Event-** A planned gathering or activity that requires pre-planning and uses on campus space or services or external vendors. Can be open or closed to group members and hosted by a campus entity or a non-UK organization. Does not include NCAA practices and games, activities at Agricultural Extension Offices, or events on non-university property.

**Meeting-** A planned gathering for routine business or operations that does not require services or vendors beyond use of space and which is closed to group or organizational membership or affiliation.

UK Athletics serves as a partner to the Office of University Events. Regarding athletic events being hosted on campus, all University of Kentucky, NCAA and SEC guidelines and recommendations will be followed. UK Athletics anticipates guidance from governing bodies on a reinvented normal and once received will work them into University of Kentucky Status Reports.

UK event management professionals utilize the following terms in practice, and in this document, to refer to parties involved in producing an event on campus:

- **Event Manager:** An Event Manager is an individual employed in the Office of University Events. An Event Manager guides clients through the event proposal process. It is possible to have one contact who is both your Event Manager and Facility Coordinator. However, Facility Coordinators are not always your Event Manager. Event Managers will stay updated on latest CDC, State and UK requirements and guidelines and provide information to Event Organizers and Facility Coordinators on expectations related to COVID-19 to ensure a safe event environment.
- **Facility Coordinator:** An individual responsible for approving use of space on campus. Facility Coordinators will stay up to date on latest CDC, State and UK requirements and will work with UK Facilities and Physical Plant to ensure adequate supply of cleaning and disinfection materials, PPE, hand washing/hand sanitizer supplies, trash receptacles etc. during events. They will also work with Event Organizers on all event details and clearly communicate expectations and responsibilities related to COVID-19 to ensure a safe event environment.
- **Event Organizer:** An individual/group who is responsible for planning an event, including the date/time, nature of event, program, location, invitations, promotions, registration, etc. Event Organizers are responsible for understanding all requirements related to COVID-19 and will provide this information to all participants, work with Event Managers and Facility Coordinators to help enforce requirements, and clearly communicate expectations to attendees to ensure a safe event environment
- **Attendees:** Those who are spectators, fans, audience members etc. who are present for the enjoyment of the event, and play no role in presenting, organizing or producing the event.

- Participant: Those who actively play a role in the event as a performer, athlete, speaker, etc. Participants will understand all requirements related to COVID-19 and help ensure a safe event by abiding by the requirements, helping to enforce by modeling expected behaviors

To prepare UK for a reinvented normal, the Events Workstream has identified 5 categories that are being evaluated:

- **Requirements, Guidelines and Best Practices:** The Office of University Events will provide consistent guidelines and necessary requirements for all events on campus. Requirements will provide a rubric for which events will be evaluated to determine if they can proceed safely. If requirements cannot be met by the Event Organizer, then it will not be approved. Best practices will provide additional guidance for events that proceed to be as safe and successful as possible.
- **Facilities:** Space will be in high demand. Facility Coordinators will work with Event Organizers to consider space utilization/priorities, scheduling blocks for cleaning between events, staffing considerations, setup modifications, and capacity for meeting and event spaces. It is recognized that State and CDC guidance for events and/or gatherings may change, resulting in changes to the allowed capacity determined for an event in a specific venue. Facility Coordinators will work closely with Event Organizers to evaluate the appropriate number of attendees at an event.
- **Attendees and Participants:** The University must have a consistent process for the safety of attendees and participants. Meetings and events on campus include faculty, staff, students, non-UK attendees, minors, vulnerable populations, domestic/international travel, vendors and other parties. This workstream will work with Community Partners, Student Success, and Prospective Students workstreams as well as incorporate START processes for these populations to attend events safely.
- **Event Staff:** Event staff must utilize consistent protocols for staff providing support for events. This protocol applies to, but is not limited to production staff, event staff, entertainment, external vendors, set-up team, student employees, facilities, etc. This protocol will be fully developed as additional guidance and/or updates are released by the State, CDC, UK START, Facilities and other workstreams, and will incorporate additional guidance from professional event industry organizations.
- **Accurate Records:** For reporting, management, scheduling, and promotions it is critical to maintain a centralized record of activities on campus (meetings, events, classes, etc.). Event documentation should be housed within the Event Management System (EMS) to provide a centralized hub for meetings and events on campus. Establishing a true system of record will improve the user experience for scheduling events, increase opportunities for coordination with service providers on campus, and increase campus health and safety.

UK event management professionals utilize the following terms in practice, and in this document, to refer to the management of meetings and events on campus:

- **Protocols** will follow the University of Kentucky's campus wide requirements and guidance on health screening (and documentation) of students, employees, and external visitors to campus; isolating and reporting suspected cases; handling records and documentation of event timelines, cleaning and disinfection of facilities and equipment; compliance and enforcement.
- **Requirements** must be met for meeting and/or event to proceed.
- **Guidelines and Best Practices** are to be incorporated into each unit and tailored to that unit's event operations. Some guidelines and best practices will not apply to certain areas.

## **EVENT ORGANIZERS**

**REQUIREMENTS:** The following are minimum requirements necessary for indoor and outdoor meetings and events at the University of Kentucky:

- Meetings and Events must adhere to social distancing requirements by maintaining a minimum of six (6) feet between individuals as requested by CDC and Local guidelines. An exemption may be given to families/individuals living at the same residence.
- Event Organizers must provide or arrange access to COVID-19 prevention supplies and personal protective equipment, such as hand sanitizer, for event staff, participants and attendees.
- Masks will be required unless individuals are alone in a room, eating, drinking, or exercising or when it interferes with required curricular activities.
- Room layout for meeting and/or event must reflect a minimum of six (6) feet between chairs. Event Organizers must organize a way for attendees to get to their seats in an orderly fashion that preserves the distance limit. If room layouts cannot be adjusted, utilizing more rooms for breakout sessions can be an option to limit the capacity of each room.
- Group activities (group discussions, networking, etc.) will need to be guided and structured. Pursue activities that limit close contact, touching, and sharing materials.
- Event Organizers must track attendance to ensure social distancing and avoid capacity concerns (see Attendee/Participants Section).
- Event Organizers must maintain a record of each person attending the event and their contact information. This is to cooperate with state and/or local public official request(s) to notify attendees if the event is linked by contact tracing to high risk of COVID-19 exposure. Event Organizer is responsible for sending the contact information to the facility coordinator for their records within 24 hours after the event concludes.
- Event Organizers must communicate clear expectations to attendees prior to the event and discourage participants who are sick from coming to the meeting and/or event.
- Venues with multiple entry/exit points must clearly define entrance and exit points.
- Outdoor venues must have a defined entry and exit point(s).
- Self-Service Food and Beverage is not permitted.
- Exhibitors, booths, etc. must be spaced a minimum of six (6) feet apart. No more than one person per table/booth will be permitted.
- Giveaways must be executed in a contactless delivery method.
- Contractors and vendors must wear face coverings or masks while at the venue or event space.

**GUIDELINES AND BEST PRACTICES:** The following are guidelines and best practices for Event Organizers:

- Review force majeure clauses and coverage for cancellation or postponement for external vendors.
- Develop one-way traffic routes/patterns; and demarcate social distancing signage and markings to avoid excessive congregation between attendees.
- Place physical signage at event entrances to indicate what safety measures are in place and how attendees can help with the steps. Place conspicuous signage at entrances and throughout the facility or space alerting staff and patrons or attendees to the required occupancy limits, six feet of physical distance, and policy on face coverings.
- Avoid social activities where CDC guidelines cannot be followed (dances, receptions, etc.)
- If vulnerable individuals are invited to attend your meeting and/or event, consider providing remote options for your attendees. In-person meetings and events should have a virtual component where appropriate to increase accessibility for those who cannot safely attend or don't feel comfortable attending in-person. Consider options such as Zoom, Microsoft Teams, YouTube, Mobile Event Apps, etc. as remote options for your attendees.
- Have a back-up contingency plan in the event COVID-19 spikes in a way that forces change in

- federal and state guidance to keep our community safe.
- Consider utilizing apps and websites for digital programs and agendas for attendees.
- Provide online ticket purchasing and email/paperless ticket delivery to reduce physical transactions between box office personnel and patrons. Offer touchless payment methods or card/chip readers that do not require handing credit/debit cards back and forth.
- Pursue spaces with two entrance points that can be used for entry/exit. Select venue(s) where attendees can maintain social distancing (36 sq. ft per attendee).
- Distribute giveaway items in a way that limits contact from person to person.
- Event Organizers should plan for attendee and speaker illness and have a well communicated cancellation/postponement plan.
- Designate person(s) to restock/ wipe surfaces during the event.
- If bag checks are necessary, include a clear bag policy.
- Consideration needs to be given to avoid queues with arrival times. Staggered check-in times may be necessary to avoid lines.
- For lengthy events, Event Organizers should work with Facility Coordinators to identify a space that can be used to isolate participants who become ill at the event.
- Use ticket or registration contact information (email) to inform patrons and attendees of social distancing measures before they arrive at the event. Let them know what to expect and what may be expected of them.

If public health conditions change, the University President will modify requirements and prohibitions as appropriate. Because of the unique characteristics of the University, the University President may impose requirements and prohibitions that go beyond those mandated by other officials. Moreover, the University President may choose to achieve certain public health ends through different means. University Events will work with the UK EOC to determine if restrictions or cancellations are necessary and will work with Facility Coordinators and Event Organizers to implement these changes or cancellations. Event Organizers must have a plan in place to quickly communicate changes in requirements or cancellation with Participants and Attendees.

## **FACILITY COORDINATORS**

**REQUIREMENTS:** The following are minimum requirements for Facility Coordinators to ensure meetings and events are safe:

- Facility Coordinators must follow state, CDC and UK guidance on new room capacities.
- Facility Coordinators must work with Facilities Management to ensure hand sanitizer stations throughout the facility and near elevators are filled.
- Facility Coordinators are responsible for ensuring room layouts for meetings and events reflect 6 feet between chairs.
- Event Organizers will be required to maintain a record of persons and their contact information, telephone number preferred, attending the event in order to cooperate with state and/or local public official request(s) to notify attendees if the event is linked by contact tracing to high risk of COVID-19 exposure. Therefore, Event Organizers will be responsible for sending their attendee list to the Facility Coordinator within 24 hours of the event concluding. For EMS users, please attach the list in EMS. For non-EMS users, please keep the records for a total of 30 days.

**GUIDELINES AND BEST PRACTICES:** The following are guidelines and best practices for Facility Coordinators:

- Facility Coordinators may use doorstops, when appropriate, on exterior and interior doors to limit touch points. All doorstops must be removed at the end of the event to preserve fire safety protections.

- Facility Coordinators should work with Event Organizers to place physical signage at event entrances to indicate what safety measures are in place and how attendees/patrons can help with the steps.
- Facility Coordinators should work with Event Organizers to determine ingress and egress patterns to limit traffic flow from crossing paths. Stanchions and visual signage may be necessary to direct pedestrian traffic.
- Facility Coordinators should minimize adjacent meetings and events scheduled at the same time.
- If applicable, Facility Coordinators should emphasize online ticket purchasing and email/paperless ticket delivery to reduce physical transactions between box office personnel and patrons. Offer touchless payment methods or card/chip readers that do not require handing credit/debit cards back and forth.
- Facility Coordinators should coordinate with Facilities Management on cleaning needs. Frequently touched surfaces within the venue should be cleaned at least daily or between uses as much as possible—for example, door handles, sink handles, drinking fountains, grab bars, hand railings, and cash registers.
- It is recommended that Facility Coordinators post signs in rooms once room is ready to use (reusable/laminated paper with dry erase marker to show date/time.)
- Avoid utilizing common areas for tabling and/or events unless you can restrict pedestrian traffic, maintain 6ft. of social distancing for the scheduled activity, and designate separate entry/exit points.
- Post universal signs provided by UK Marketing:  
[https://drive.google.com/drive/folders/1TyAzQ4ZeabPe0YGRDv9DUoLr8zJIGBr\\_](https://drive.google.com/drive/folders/1TyAzQ4ZeabPe0YGRDv9DUoLr8zJIGBr_) .

## **ATTENDEES & PARTICIPANTS:**

**SCREENING:** Requirements for attendees and participants (UK and Non-UK attendees) will adhere to the START (Screening Testing and Tracing to Accelerate Restart and Transition) plan.

- Attendees and participants shall follow the university's health, safety, and hygiene protocols, and must wear a mask when attending meetings and events.
- It is recommended that attendees and participants complete a daily self-assessment prior to coming to campus. For visitors who do not have access to the UK daily self-assessment app, are encouraged to use the Google COVID-19 self-assessment tool found here:  
<https://landing.google.com/screener/covid19> .

**TRACING:** Event Organizers must provide a method of registration and/or recording of attendees and participants joining the meeting and/or event. In the instance that an Attendee later tests positive for COVID-19, registration and contact information can be used for contact tracing to alert other Attendees of their potential exposure. Registration and/or recording of attendees and participants can be accomplished by using excel, outlook, and other methods. The University currently uses the following systems for attendance tracking:

- BBNvolved (free)- BBNvolved is a university-sponsored online system for promoting and tracking events on campus. All university students, faculty, and staff have access to BBNvolved; non-campus users are also capable of creating user accounts.
  - Registered Student Organizations will be required to use BBNvolved, unless the event is held in an on-campus facility that already employs its own university-approved tracking system, to monitor and track their event attendance. They will be required to submit their event in EMS, obtain approval, and create a BBNvolved Event Submission. (Department and colleges may use BBNvolved to monitor and track their event attendance or they may use another method).
  - Through BBNvolved, an Event Pass will be scanned to check attendees in. Anyone with a LinkBlue ID can login and will see their unique Event Pass.
  - Check-in can be handled in two ways:

- In-person check-in at the event entrance
      - All event attendees/participants arrive at the event and get checked in upon arrival.
    - RSVP prior + in-person check-in at the event entrance
      - This method would require two check-in lines
        - Fast Pass entry line– This line will be used for event attendees/participants who RSVP to the event using BBNvolved. This does not guarantee entry, it just puts you in the line that gets checked in first.
        - Regular check in line – This line will be used for event attendees/participants who show up to the event without registering prior to it.
  - If applicable, Event Organizers must have staff/volunteer managing each check-in line.
  - Each event will be given a max capacity based on the venue they are using. BBNvolved will live track the total number of attendees checked in for the event to assist with monitoring total numbers.
- Etx (free)- The Singletary Center for the Arts uses the Etx ticketing system to track attendance at events in the Singletary Center and the Guignol Theatre of the UK Fine Arts Building.
  - Event Organizers have the option to make tickets free and to use them for capacity and contact tracing purposes.
  - Event Organizers also have the option of charging Attendees for tickets for paid events which can satisfy requirements for capacity and contact tracing purposes while also generating revenues for the Event Organizer. There are costs associated with hosting paid, ticketed events. Event Organizers should contact Singletary Center Marketing & Ticketing Director Matthew Gibson with inquiries: [matthew.gibson@uky.edu](mailto:matthew.gibson@uky.edu)
  - In the interest of accurate and complete contact tracing procedures, Event Organizers should collect the name and contact information for each attendee. In the case that one person is purchasing/registering for multiple tickets, the ticket purchaser will be required to provide name and contact information for each ticketholder.
  - Etx will be able to designate specific ticket types for UK Students, UK Employees, and non-UK personnel (Adult, Student, Senior, etc.)
- University Tickets (Utix) Student Involvement Box Office- \$ associated
  - The primary function of this system is for ticketed events in venues on the UK campus.
  - The primary mission of the Student Involvement Box Office is to serve registered UK student organizations first and foremost, as well as UK departments and colleges.
    - If the event is hosted by an external to UK group that wishes to have tickets sold in advance, Utix can be utilized on a first come-first serve basis upon request.
  - Request timelines:
    - Previously-built assigned seating events and general admission events are requested through the BBNvolved request form and must be completed a minimum of 3 weeks prior to on-sale date.
    - Events that require new or updated assigned seating builds can take up to 6 weeks to complete prior to on-sale date.
  - Assigned Seating and Diagramming:
    - New Venue/Seating charts or reworked seating charts/ that are built within the Utix system are built on a per request basis.
      - These builds can incur charges for client depending on complexity of the build.
    - Spaces that currently exist:
      - Memorial Coliseum (full house and half house)
      - Gatton Student Center Ballrooms
      - Round table set ups

- Full ballroom lecture set up
    - Ballroom C lecture set up
  - Kincaid Auditorium
- General Admission:
  - Any events with general admission and no seating chart/assigned seating can be built per request through the BBNvolved request form.
  - Form must be submitted a minimum of 3 weeks prior to on-sale date.
- Ticketing Information and Tracking:
  - An exported excel sheet listing all ticketed information can be downloaded by client from the Utix website.
  - Live attendance tracking is not possible with Utix.
  - In the case that one person is buying multiple tickets, further information can be requested regarding contact information for their additional attendees.
    - Requesting additional information for one client purchasing multiple tickets is possible. Additional questions must be determined by the client/event host.
      - Additional information is self-reported and there is no ability to validate the contact information of additional ticket holders
- Ticket types are determined by client during the ticket request process. These types generally can include UK Student, UK Staff, Faculty, General Admission, etc.
- Pricing:
  - Event hosts/Clients are categorized by the following:
    - Registered UK Student Organization, UK Non-Student Organization/Group/College/Department, University of Kentucky Sponsored Event, Community Sponsored.
  - Pricing varies based on the above categories of event hosts/clients
  - Pricing also varies based on individual event needs and options
- Other Methods:
  - Event Organizers may track their attendees/participants through other methods such as Excel Spreadsheet, Outlook Calendar invites, roll call, etc.

**TRACKING:** Facility Coordinators will provide a maximum capacity for each event space on campus. Event Organizers will be required to live track the total number of attendees/participants checked in for the meeting and/or event to assist with monitoring total numbers. Possible methods for tracking include:

- Manually Counting (clicker, excel, outlook RSVPs, etc.)
- Tallyfi – Clicker devices for occupancy/in and out tracking (charges apply)
- Klickr App – Communicating +/- occupancy \$2.99 per device
- If the event has reached max capacity, a waitlist option that could be utilized is Waitwhile – texting waitlist/occupancy tracking (charges apply)

## EVENT STAFF

Event Staff is defined as any person who provides services and/or equipment for an event. Not all events are staffed by paid venue Event Staff and may not be directly supervised by Facility Coordinators or Faculty/Staff Advisors. Four general categories of Event Staff exist in our UK Campus Events environment:

- **UK Full Time Staff** who are responsible for hiring and/or supervising student, STEPS and other full or part time UK Staff who provide services and equipment for events on campus. These supervisors also work with external vendors on arranging services and equipment not available within UK's resources. They may also be Facility Coordinators in the context of the University Events workflow in EMS.
- **Production Event Staff:** UK Student and STEPS employees who work with units on campus to provide services and equipment for events on campus, such as audio-visual, sound, lighting, wardrobe, staging and catering equipment (platforms, chairs, tents, tables, etc.).

- **Patron Services Event Staff:** UK Students and STEPS employees who work with units on campus as house managers, ushers, ticket sales associates, concessions and merchandise sellers, or safety and crowd control. While this category overlaps with the Attendees and Participants Subgroup in many ways, these are still event staff with very different protocols needed as they will deal directly with attendees.
- **External Vendors** who provide services and equipment for events on campus (audio-visual, sound, lighting, staging, caterers and catering equipment, tents, temporary staging, valet etc.). These vendors interact directly with the campus community with other UK Event Staff, Participants, and/or Attendees while on campus in UK event venues.

Those who are in roles of direct supervision of Event Staff will ensure that the protocols, requirements, guidelines and best practices described are implemented within their unit's operations. As State, CDC, and University guidance will likely change with fluctuations in cases and additional research into the transmission of COVID-19, updates to this document will be necessary to keep it relevant. Regular communication between the Office of University Events and Facility Coordinators and Supervisors will be necessary to provide clear and transparent information and to maintain a safe events environment on campus.

Supervisors will also need to train their Event Staff on these new protocols, requirements, best practices and guidelines. As many events (especially large ones) typically require a large number of people to staff them effectively, Supervisors must consider the Event Staff that they oversee a direct extension of themselves to maintain a safe environment. Clear and thorough training and repetition of the message will make the new procedures second nature over time and lead to a better outcome.

Many events require use of External Vendors to supplement UK staff or equipment beyond available resources. External Vendors play an important role in the vibrant and diverse range of events on campus. It is important that Facility Coordinators and Supervisors preserve relationships with these External Vendors by clearly communicating UK's expectations regarding COVID-19 precautions prior to their arrival on campus.

## PROTOCOLS

- Screening: *Prior to reporting to campus for work for every event, UK Event Staff* must follow the UK START team protocol for self-screening and documentation. This screening will be done via an app which delivers reporting directly to the Event Staff Supervisor, or by another format still to be announced by UK. A member of the Event Staff exhibiting symptoms of COVID-19 will not be permitted to report to work and must follow the UK guidelines for testing and contact tracing as needed. It is expected that External Vendors properly pre-screen their employees prior to sending them to the UK campus for delivery/pick up of rental items, and/or working as Event Staff on campus. If the External Vendor is exhibiting symptoms of COVID-19, UK Event Staff will work with the affected worker to isolate, report the possible illness, and obtain assistance as necessary, following UK START team and EOC established protocols.
- Non-Compliance Protocol: Positive reinforcement of infection control measures is the most desirable way to achieve compliance. This involves Supervisors and Event Staff understanding and modeling the required and recommended behaviors to obtain the best possible outcome. If a member of the Event Staff is not compliant with requirements that have been developed by the UK START Team and EOC, Event Staff Supervisors and Facility Coordinators must be notified and must address the non-compliant individual following UK approved protocols.

## REQUIREMENTS



- Personal Protective Equipment: All Event Staff who cannot maintain social distancing of a minimum of 6' as recommended by State and CDC guidelines must wear proper face coverings (cloth masks or procedure grade face masks). Protective gloves must be worn when handling food or conducting transactions (i.e. merchandise, concessions, and ticket sales which pass items back and forth), as well as when handling cleaning and disinfection materials. This protocol applies to UK and External Vendors. Event staff must be trained on how to properly don, wear and doff PPE, as well as how to dispose of used PPE.
- Event Staff must be properly trained to handle participant or attendee screening during events to conform with privacy and HIPAA regulations, especially with regards to documentation.
- Event Staff must understand proper use of cleaning and disinfecting materials, and who to contact if a situation beyond the Event Staff's abilities and scope arises.
- Event Staff must report and document all concerns, no matter how minor, and issue a post-event report within 24 hours to the Event Staff Supervisor and Facility Coordinator to be filed in EMS for centralized record keeping. Any suspected cases of COVID-19 must be reported to the Event Staff Supervisor immediately.

## GUIDELINES AND BEST PRACTICES

- General Guidelines and Best Practices
  - Maintain State and CDC recommended social distancing at all times is recommended whenever possible. For Event Staff, this is not always possible due to the nature of live events. All reasonable precautions should be taken to observe social distancing and encourage the behavior in others by positive modeling of the behavior.
  - Wash hands frequently with soap and water, for a minimum of 20 seconds. When hand washing is not possible, use hand sanitizer. Remember that wearing gloves is not a substitute for good hygiene.
  - Wear a proper face covering when it is not possible to practice social distancing. Job appropriate PPE (gloves, hair coverings, booties etc.) should be worn as needed.
  - Avoid touching your face – your eyes, nose and mouth.
  - COVID-19 is transmitted when an infected person coughs or sneezes and the droplets become airborne. Cough and sneeze into your elbow, not your hand, to avoid dispersing more droplets into the air that will fall on and contaminate surfaces. Wash your hands thoroughly after coughing, sneezing, or blowing your nose.
  - Compliance with social distancing and mask wearing has become controversial and a potential issue for enforcement. It is recommended that Event Staff Supervisors receive training on de-escalation techniques, and in turn, train their Event Staff in these techniques. For event venues or spaces with no Event Staff, it is recommended that Event Organizers receive guidance from University Events and Faculty/Staff Advisors on de-escalation.
- Production Event Staff
  - Materials Handling, Equipment Cleaning and Disinfection
    - Many commonly used pieces of equipment are touched by many members of the Event Staff, Participants and Attendees during an event. It is not always practical to wipe down and disinfect each surface after every touch (for example, crowd control stanchions during ingress or egress, tabletop surfaces backstage during a performance).
    - More frequent use of hand sanitizer backstage, and measures such as avoiding touching your face can help mitigate the risk.
    - Having duplicate items on hand that can be assigned to specific workers for the event day is advised. For example, Event Staff may consider purchasing compatible headsets or in-ear devices for their own personal use, or Facility

- Coordinators and Event Staff Supervisors may purchase additional inventory so that less sharing of equipment can be achieved.
  - When sharing handheld items is unavoidable, thorough cleaning and disinfection after each use is critical, especially for items used in proximity to the face (for example, microphones and headsets).
  - Proper training on cleaning and disinfection of production equipment such as two-way radios, headsets, microphones, control consoles and other electronics is necessary to avoid damages to equipment.
- Interactions with Participants
  - Event Staff who must work in closer proximity than accepted social distancing practices in effect (i.e. sound and lighting technicians working with performers, set-up teams, etc.) will ensure use of PPE, more frequent handwashing/hand sanitizer use, and be respectful of distancing whenever possible.
  - Event Staff should be transparent about the practices being used to protect the health and safety of participants, and document any unsafe practices observed during an event.
- Social Distancing Considerations
  - Safety concerns must not be sacrificed when considering social distancing requirements. If a task requires multiple people to complete, such as unloading a truck or team lifting a heavy item, reasonable precautions must be taken to avoid injury. Increased awareness of hand washing/hand sanitizer use and using PPE should be encouraged.
  - Distancing can also be achieved by staggering the times the Event Staff works to reduce contact and number of people in the event space at the same time.
  - When Event Staff executes set up changes, ideally, participants should clear the area if possible, to reduce contact.
- Interactions with External Vendors
  - Be aware of rental equipment that is brought into the event venue. UK Event Staff do not have control of pre-event cleaning and disinfection, and the External Vendor may have very specific procedures for handling, cleaning and disinfecting their inventory.
  - Clearly communicate concerns and establish responsibilities and procedures at the beginning of a set up. Event Supervisors should discuss these concerns prior to the event date and reconfirm with External Vendors on site as the event set up begins.
  - Report any non-compliance or concerns about External Vendors to a supervisor to handle, if you cannot handle a situation yourself.
- Patron Services Staff
  - Screening Attendees
    - Event staff interacting with attendees/participants should set up any temporary work areas with consideration for social distancing.
    - Additional Personal Protective Equipment should be worn if Event Staff is conducting attendee/patron screening.
    - PPE must be put on, worn and removed properly. Disposable items must be properly bagged and removed.
    - Event staff conducting screening must be trained on the University's procedures for screening and know how to handle a suspected case of COVID-19.
  - Social Distancing and Queuing

- Event staff should model good social distancing and assist attendees/patrons in maintaining social distancing while in queues to enter the event venue, waiting for restrooms, or other similar locations where lines and pinch points exist.
- Coat Check
  - Coat check should be eliminated if possible.
  - If a coat check area is necessary, all items left should be handled by Event Staff as if contaminated.
  - Gloves should be worn when handling items and changed when contaminated.
- Lost and Found
  - If items are brought to Patron Services Staff that are lost and found, these should be bagged and tagged with date and time and put in an identified location. Patron Services Staff should wash hands after handling personal items.
- Ticket or Registration Scanning
  - Event staff scanning tickets or registrations should refrain from handling attendee/patron tickets (if hard tickets or passes are used) or electronic devices (if e-tickets are used).
  - Gloves should be available for Event Staff scanning or regulating registration tables. Event Staff should use plexiglass shields if available and practical and provide hand sanitizer at registration tables for attendees/patrons to use before and after their interaction. Gloves should be changed whenever items are passed between Event Staff and attendees/patrons.
  - Sign in should be handled electronically when possible. Any use of common items should be discouraged, with Event Staff handling any paper check in directly.
- Rest Room Queuing and Monitoring
  - Event staff should monitor social distancing in rest room lines and limit the number of attendees in each restroom per occupancy determined by UK Facilities and State and local guidelines.
  - Event staff should know how to disinfect high touch surfaces, stock paper products, soap and hand sanitizer stations, and request services in the event a restroom is in need of cleaning more than they are trained to handle due to high volume of use.
  - Event staff should document the time each disinfection and service are completed.
- Disability Accommodations
  - Event staff will make every effort to assist those with disabilities to create a safe and healthy experience in the event venue, preserving social distancing whenever possible.
  - Event staff will need training on the proper way to assist those with disabilities, and limit touching personal items. In the event it is necessary to touch personal items, such as wheelchairs or walkers, proper precautions should be taken. Gloves should be worn, and disinfecting wipes used as the attendee allows to wipe down surfaces touched.
- Interactions with External Vendors
  - Event Staff should comply with CDC and UK Guidelines when interacting with External Vendors, such as social distancing when possible, wearing a mask, and hand washing before and after the interaction.

### **Accurate Reservation Records**

Event Management System (EMS) is a space scheduling and event management software used to request space in the majority of meeting and event venues on campus (Athletic Facilities,, Buell Armory, Bill Gatton Student Center, Campus Recreation Facilities, centrally scheduled classrooms, Gatton College

of B&E, Law Building, Memorial Hall, Singletary Center, Outdoor Space, etc.). EMS is also used to submit event proposals for any event held on campus where that space is not available to be reserved through EMS (i.e., W.T. Young Library, King Alumni House, UK Healthcare, and select college facilities).

An event proposal is a request for event approval. The Office of University Events reviews all events on campus for compliance with UK policies and regulations. Through this process, clients receive communication from their event manager and/or can check the status of their event in EMS. Events are reviewed by campus partners including Risk Management and UK Police to determine any risk and mitigation measures needed.

In order to create an opportunity for obtaining accurate records of activities on campus, the following is being implemented:

#### Enhancing the customer client experience

- To assist generational differences, short video tutorials, as well as written instructions, are in the process of being created to assist Colleges, Departments, and Registered Student Organizations with utilizing <https://meetatbigblue.uky.edu> (EMS) for events on campus.
- To assist with real-time requests, scheduling, and services (PPD, HVAC, A/V, etc.) an integration between Ad Astra (Academic Class Scheduling) and EMS (Event and Meeting Scheduling) is expected to be complete by Fall 2020.

#### In Progress:

- Define systems of records to create a data source for campus for reporting, decision making, and ease of collaboration between various units for operations
  - Define EMS as the database of truth/system of record for all events, meetings, and tabling on campus
  - Define Astra as the system of record for all classes and exams
  - Retire other campus scheduling systems which do not use these systems currently and eliminate use of other scheduling avenues (i.e., outlook, excel, etc.)
- Provide university directive from senior administration to implement EMS campus wide for space scheduling aside from classes and exams.
  - Create campus buy-in and understanding of expectations
  - Update university administration and governing regulations pertaining to space scheduling to reflect these changes (Primarily AR 9:1 and 9:2)
  - Create press releases to communicate the changes
- Have University Events partner with identified service providers to further collaborate and integrate to enhance the user experience
  - Parking & Transportation
  - Conference Housing
  - Fire Marshal
  - Facilities
  - Catering
  - Marketing
- Integrate existing promotional systems with EMS, where not possible, create collaborations to better align data
  - EMS to BBNvolved integration to allow attendee management and promotion and to maximize effectiveness and reliability of the Apple Project
  - EMS to Localist integration enhancement for event promotion and Apple Project
  - EMS and Marketing collaboration to validate UKnow promotions and create landing page for campus space scheduling for meetings and events.

#### **Communication**

The Events Workstream is working with the overall University Communications Workstream, as well as individually, to ensure a plan to best communicate the updated policies and expectations for events on campus without duplicating efforts.

#### Event Policies, Procedures & Resources

- Change expectations by providing clean, simple, and easily found communications (infographics, social media posts, checklists, etc.)
- Provide best practices document for Facility Coordinators.
- Provide pre-event links on events website for expectations related to events. This should include resources for Event Organizers including:
  - Information and guidelines that can be utilized for off campus/external vendors coming to campus
  - Information on the designated usage and available technology of event spaces
  - Web videos to aid in handling common or expected occurrences (how to screen participants/attendees, communicating day of expectations, de-escalating situations, etc.)
  - Day of signage/messaging.
- Create a list of Frequently Asked Questions that relate specifically to updated COVID-19 Event policies and resources available to event organizers.

#### Opportunities

- University Events presence at COVID-19 Communications Workstream Implementation Events (town halls, videos, etc.)
- Include event planning tips to share with BBNvolved and/or create signage in shared student space.
- Develop awareness for UK sponsored (college, department, registered student organization) for events happening off-campus