



**SURGE AV**



AUDIO VISUAL PROFESSIONALS



## **Surge Audio Visual Covid – 19 Response Customer, Venue and Technical Staff Safety Protocols**

May 2020 email: [Info@surgeav.com](mailto:Info@surgeav.com) Ph:416-678-1036



## **Surge AV Event Safety**

Event safety has always been a high priority for Surge AV. With the current Covid-19 pandemic, the events industry is faced with an unprecedented challenge to review and re-think the way people meet. We have reviewed how we implement events, where potential transmission areas are, and how to minimize any risks, to keep your event successful and safe.

The Audio-Visual component is one part of the entire event, so the organizers, event staff, venue and any other contractors/suppliers for the event all need to do their part.



## Surge AV Employees and On-Site Personnel

- Surge AV is a smaller "boutique" company, more focused on your event success. Choosing Surge AV as your event supplier has an added advantage when it comes to Covid-19 and current event safety issues. Less hands equals less touch points for potential transmission of Covid-19.
- We can control employee scheduling in the office and onsite, assigning specific tasks to crew to minimize equipment handling. Employees will be put in teams and consistently work together so there is less interactions/exposure to other staff.
- Employees will be screened prior to being scheduled for work and be encouraged to advise Surge AV of any recent travel, possible exposure, or development of symptoms of Covid-19.
- Employees who have travelled abroad would be required to self-isolate or be tested (if possible), before being scheduled.
- Our team schedules will be tracked and monitored, so if there is any risk, we can advise other staff and customers immediately of possible contact/exposure.
- Non-employees are not allowed into the Surge AV offices



## Surge AV Employees and On-Site Personnel

- Staff and Client Meetings can be held virtually online. Staff that are able can work from home. Staff is encouraged to work from home when sick
- Surge AV will supply masks and gloves, which will need to be worn while staff are working less than 6ft apart, such as loading trucks. Surge AV will train staff on proper use of PPE.
- Touchless thermometer will be available in the office to check employee temperature. Employees will be trained in its use.
- Employees will have their own office supplies (clipboards, pens, computer and other high touch surfaces) as well as cleaning and disinfecting products available for their individual work areas.
- Delivery truck drivers would stay in their vehicles during loading and un-loading of equipment. (applies more to outside trucking companies)
- Drivers will at the end of their shift will clean the steering wheel, door handles and high contact areas of the delivery vehicles.



## Surge AV Employees and On-Site Personnel

- To minimize travel, for any out of town events, only key Surge AV staff will travel. We will utilize local technicians where possible. Provided the local crew is screened and follows necessary health and safety protocol.
- Surge AV will communicate hygiene and infection control requirements internally and externally with staff and contract labour. Surge Av will train employees on infection prevention and control procedures and WASH (water, sanitation, and hygiene procedures). Surge AV will display signage on handwashing and hygiene etiquette in bathrooms and common areas. The information will also be included in new employee onboarding package.
- Staff at the end of their shift will clean and disinfect their computer mouse and keyboard, telephone, as well as their immediate work area.
- Cleaning Staff will clean the office area, including all doors and door handles, counters, bathrooms and common areas bi-weekly



## Surge AV Employees and On-Site Personnel

- Employees are encouraged to seek medical care and testing, or to contact the local health department if they feel ill.
- If there is an outbreak of Covid-19, all staff and clients will be notified immediately of possible contact with the affected Surge AV employee(s).
- Surge AV will supply the customer and the venue with the names of the onsite Surge AV staff. We will not any recent travel, self-isolation, Covid-19 tests or other concerns if applicable
- Surge AV staff should always wear face coverings and gloves when those do not interfere with essential work functions, particularly when they cannot maintain social distance. The general need for distancing should not cause other unsafe working conditions for technical and construction crew. For example, if a piece of equipment takes four people to lift, then each worker should protect themselves from infection to the best of their ability while lifting the load together.



## Surge AV Equipment

- Off loaded equipment/Cases returning from an event, would be cleaned and disinfected as it is offloaded from the trucks into the warehouse. An equipment cleaning log is maintained in the warehouse.
- Microphones, Microphone Floor Stands, Headsets, Headphones, Presenter Cue Devices, Podiums, and other "high contact" AV equipment will get extra cleaning attention prior to being shipped on an event order.
- On event site Surge AV rented podiums will have disinfecting wipes for presenters to use while onstage. Surge AV staff will clean the podium and high contact equipment during breaks when possible.
- Surge AV will consult with equipment manufacturers on proper cleaning and cleaning products used for Surge AV rental equipment.
- Provide protective coverings for high-touch surfaces such as touchscreens and keyboards for easier cleaning.
- Onsite equipment will be labelled and assigned to only one person/presenter, where possible – so each presenter would get their own cue device, their own lavalier belt pack and microphone, laser pointer, etc... to reduce contact and sharing of equipment. Surge AV staff will clean AV items during breaks, if new presenters are scheduled.





## Surge AV Onsite Plan

- Surge AV can design floorplans and room layouts to manage physical distancing and traffic flow during an event; spacing out tables and chairs to follow the 6ft distance guidelines to reduce health risks. Surge AV can supply signage or floor decals to promote and ensure safety in the meeting room.
- Surge AV can provide stage set up plans to maximize social distancing for presenters and performers during the event.
- Site inspections can be done virtually, where possible.
- A Surge AV employee with appropriate medical and risk management knowledge will be designated the “Infection Mitigation Coordinator” for the event, to ensure that health and safety protocols are followed on-site.
- Front of house tech area will be draped off with access only to technicians. Signs will be posted at the tech table to make sure attendees and presenters do not come into the tech area.
- Presenters will put on their own lavalier microphone, with the assistance and direction of a Surge AV tech at 6ft away, if possible. Surge AV will wear mask and gloves when this is not possible.



## Surge AV Onsite Plan

- Surge AV will work with the event organizer to schedule presenters to meet with AV techs at set times to stagger and limit the number of people congregating at the tech table or stage area at one time.
- Surge AV will provide disinfecting wipes and hand sanitizer as well as gloves and masks at the tech table for technicians.
- Surge AV personnel will work in small teams for set up and dismantle to minimize employee interactions
- Staff and contracted labour that have been out of the city/province or country will not be able to go onsite for a client event, without medical clearance. Staff will need to confirm in writing before accepting an event booking.
- Surge AV will work with the venue to ensure a clean safe environment and provide the venue contact with the names of Surge AV staff; report if any have been ill, self-quarantined or travelled in last 30 days as well as any potential Covid-19 or other health risks associated with the event.



## Surge AV Onsite Plan

- Equipment used by presenters such as microphone, microphone stands, podiums, remotes, etc. should be dedicated to individual users where possible and frequently sanitized. Kiosks and touchscreens used by attendees should also be frequently sanitized.
- Delivery truck drivers should not leave their vehicle during offloading unless they receive the same screening and follow the same health procedures as other workers. To the extent possible, deliveries should be scheduled in shifts to minimize the time workers load or unload close together. Workers unloading deliveries should change their gloves and wash their hands between each delivery.



## Surge AV Event Organizer Recommendations

- Customer, the presenters, attendees, venue staff, event suppliers and AV team, all need to work together to minimize any possible health risks.
- Surge AV recommends the customer post signs, distribute, and communicate through any effective means to all event people, the expectations and regulations to maintain a safe event environment. The AV team should be included in these communications.
- Event organizers should have emergency plans in place and available to the AV team.
- Surge AV recommends where possible, that event organizers provide separate eating and beverage stations for AV and event staff, to minimize interactions with event attendees.
- Event organizers and/or venue should have basic medical pack onsite and ready for use, including face masks, gloves, hand sanitizer
- Event organizers should notify Surge AV if any attendees or event staff report Covid-19 symptoms, so our technicians can self-isolate and be tested.



## Surge AV Event Organizer Recommendations

- Event organizers will work with the venue to ensure the venue provides a clean, safe working environment for the event staff on load in and set up. Events that contract to use a venue can request a copy of the venue's cleaning and disinfection plan.
- Surge AV can help with event scheduling, so that offload, set up and dismantle times can be done when event and venue staff are not present in the event room, where possible
- Event Planners can request a copy of the event venue's cleaning and disinfection plan.
- Event (and venue) websites, mobile apps and social media channels should display the rules and expectations for their event. The more serious businesses appear about enforcing any Covid-19 rules, the greater attendee compliance.
- Event Registration and Ticket purchasing sites should link to health and safety rules. Events registration can require patrons to check a box affirming that they have read and agree to comply with posted rules
- Emails and push notifications reminding patrons of health rules and expectations can be sent at regular intervals from date of purchase through day of show.



## Surge AV Event Organizer Recommendations

- Event registration and badge check-in are excellent places to post health rules and model compliance at conferences or other events where patrons check in. Registration materials can be placed by workers or volunteers on a table to be picked up by event attendees, and lines can be marked on the floor or created by rope and stanchions to enforce social distancing.
- Guest services staff and volunteers walking along the line at ingress or among patrons waiting for service can put a friendly face on health and safety rules, and they encourage compliance by modeling good behavior.
- Handwashing Stations. For some events, stations with either soap and water or sanitizer containing at least 60% ethanol, or 70% isopropanol can be provided at all points of ingress and other well-marked and illuminated locations throughout the venue. These stations should allow no-touch activation if possible. Event or Venue supervisors must regularly confirm there are adequate supplies.



## Surge AV Event Organizer Recommendations

- Venue Parking Lots. To ensure that patrons observe social distancing when leaving or returning to their vehicles, parking lot operators can kill spaces between vehicles. This should be feasible with the relatively smaller crowds foreseeable in the early days after reopening. As patrons return in larger numbers and more spaces are needed, lot operators should emphasize the need for social distancing even in parking lots.
- “Virtual” Queuing for Ingress. Event organizers should consider ways to schedule staggered ingress in order to minimize lines for security checks, and ticket scanning. Virtual queuing is a modern version of the familiar concept of metered access to the front of a line. Consider the following to spread arrival time 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, which can be coordinated with public transportation or rideshare vehicles.
- A limited number of unscheduled entries is recommended to accommodate patrons stuck in traffic or physically unable to sit in a seat for a long time.



## Surge AV Event Organizer Recommendations

- Will Call and Box Office style windows are often protected by glass partitions. Where there are no physical barriers between ticket staff and patrons, a clear protective shield is recommended. Patron distancing can be preserved by opening fewer windows and marking appropriate queuing space, or on-site ticket purchase and pickup can be eliminated for events that accept only electronic tickets by advanced purchase.
- Additional space may be required to accommodate longer but less densely packed lines waiting to enter the venue. (In a six-foot social distancing model, up to 36 square feet per unrelated group will be necessary.)
- Where to Queue. It is important to separate pedestrians from vehicle traffic, and to preserve room for other pedestrians to pass. This will present challenges in urban settings or where space outside the venue doors is limited. Venues whose entrance is in a densely settled area may need to arrange with neighboring properties and public safety authorities to allow early-arriving patrons to wait on adjacent streets. If an ingress queue consistent with social distancing would cause the line to extend into a road or pedestrian walkway, consult with local public safety authorities to determine where to safely queue patrons while preserving emergency access.





## Surge AV Event Organizer Recommendations

- **How to Queue.** The line waiting to enter can be managed using common methods such as lines marked on the ground, rope and stanchions, fencing or bike rack, in combination with workers 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 venue, there could be screening processes, such as temperature screening or health screening questions and evaluation criteria (in consultation with a qualified medical professional.)
- **For events that require a bag check;** In order to avoid touching patron personal items, event organizers may wish to enforce a small clear bag policy in which patrons open their own bags for inspection. Alternatively, some event organizers may prohibit bags, although exceptions will likely be necessary for medicine or personal hygiene products.



## Surge AV Event Organizer Recommendations

- **Magnetometers and Pat-Downs.** Walk-through magnetometers are effective at detecting metallic objects while allowing security workers to maintain social distance. Hand wands are a less costly alternative which still allow no-contact metal detection, but they require the security worker 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 venues may deny admission to patrons who repeatedly activate the magnetometer rather than putting hands on patrons. Any worker conducting a pat-down search **MUST** wear a face covering and gloves and have access to a wash and sanitizing station.
- **Ticket Scanning.** Paper tickets and cash require physical contact between patrons and workers that can be avoided at many events. At ticketed events, tickets can be made available in advance and online only. Electronic tickets can be scanned by ticket-takers wearing face coverings and gloves, or patrons could check themselves in at self-service kiosks outside the health and security screening area. Self-check-in and event badge printing touchless kiosks can also be available for attendees.
- **Face Covering and Glove Requirement.** Patrons who are required to wear face coverings and gloves at ingress should put on their own or purchase them from the venue. To speed the line, face covering could be provided in advance with wristbands in a quantity sufficient for the duration of the event (e.g., multiple masks for multi-day events).



## Surge AV Event Organizer Recommendations

- Security workers and ticket takers should wear face coverings and gloves whenever they are among patrons, both for their own health and to model safe practices. Because contaminated gloves spread coronavirus the same as contaminated hands, workers should avoid touching tickets or patrons unless their task requires it. If touching does become necessary, the worker should immediately discard the gloves, wash their hands, and put on fresh gloves before resuming work.
- Disability Accommodations. New health screening measures may require new accommodations for persons with disabilities. For example, deaf patrons who read lips may require screening from a worker wearing a clear face covering or one with a see-through window over their mouth. An event space that reduces points of ingress or egress must ensure continued accessibility. Venues that temporarily reduce capacity should confirm that they still offer enough accessible seating, including companion seats, to comply with disability laws. Patrons whose disability makes them unable to wait in a long line may need a more expedited access procedure.
- Scheduled Egress from Back to Front. 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 concerts or sporting events, patrons nearest the exits should leave first, by row or section, in order to clear space for patrons further inside to follow. This will require workers 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 venue doors.



## Surge AV Event Organizer Recommendations

- Emergency Egress. The need for social distancing creates significant challenges when planning to evacuate a crowd during an emergency. Where patrons might be told to take refuge, such as at an outdoor event due to a forecast of severe storms, the area of refuge must be able to accommodate the crowd while maintaining six feet (two meters) between unrelated groups. Likewise, if patrons will be instructed to return to their vehicles in an emergency, workers will need training to manage the exiting crowd to avoid the risk of contagion while they flee from some other hazard. These may not be significant obstacles for the smaller crowds that will initially return to events, but event organizers will have to coordinate with all stakeholders, including public health and public safety officials, to re-evaluate their emergency plans as larger crowds gradually return.
- Note: The goal of maintaining six feet (two meters) 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.



## The Event Alliance Association: Practices for Healthy Workers and Volunteers.

- **Social Distancing.** Public health guidance stresses that whenever possible, everyone should leave at least *six feet (about two meters)* to the person closest to them. Where a task cannot be accomplished working alone, workers can limit their exposure by forming a “work team” in which people routinely work together, but they keep their distance from everyone else.
- **Hand Washing.** Frequent hand washing with soap is vital to help combat the spread of any virus. When a sink is available, workers should wash their hands for twenty seconds at least every 60 minutes, and dry thoroughly with a disposable towel or dryer. As a backup, workers may use sanitizer containing at least 60% ethanol or 70% isopropanol when a sink is not available. Workers 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.** Gloves are not a substitute for regular hand washing. Gloves made of vinyl or similar non-absorbent material that allows fine motor function without possibility of contaminating the wearer’s hands should be worn when conducting health checks on workers or patrons, when handling food, tickets, or any items on which infection can be transmitted, and when using cleaning or disinfecting products. Workers should be trained on the proper use of gloves, including frequency of disposal and hand-washing based on the worker’s specific duties, to avoid spreading the virus in high-touch areas.



## The Event Alliance Association: Practices for Healthy Workers and Volunteers.

- **Face Coverings.** Physical respiratory protection such as a cloth face covering should be worn whenever people are within six feet (two meters) of each other because (a) COVID-19 is spread through respiratory droplets and (b) a significant number of infected people will show no outward symptoms of illness. Face covering requirements should be task-specific and include instruction on proper use. For example, workers doing temperature screening may need N-95 or equivalent face coverings when dealing with potentially sick workers or patrons. In order to ensure maximum comprehension and compliance, signage posted throughout the venue 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.



## The Event Alliance Association: Practices for Healthy Workers and Volunteers.

- **Personal Protective Equipment (“PPE”).** For workers, PPE to minimize the risk of exposure to coronavirus is as necessary as it is for patrons. Employers should ensure that in addition to face coverings and gloves, workers and volunteers have PPE appropriate for their work, and that vendors and independent contractors provide and use their own.
- **Temperature Screening.** Each point of entry, both front and back of house, should be monitored by workers trained and approved under the Infection Mitigation Coordinator’s supervision. These workers will conduct temperature screening using ‘no-touch’ thermometers approved by the Infection Mitigation Coordinator. Anyone displaying a temperature over 100.4 F (38.0 C) should be taken to a private area for a secondary temperature screening. Workers or patrons confirmed to have a higher temperature should be denied entry and directed to appropriate medical care. Safety plans should include a refund policy and protocols how to handle groups where one member is denied entry.
- **Touching Your Face.** Workers should 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.



## The Event Alliance Association: Practices for Healthy Workers and Volunteers.

- **Cough and Sneeze Etiquette.** Workers should cover their cough or sneeze with a tissue, or an elbow or shoulder if no tissue is available, followed by thorough handwashing.
- **Practices for Sick Workers and Volunteers.** The following recommended practices for sick workers presume a degree of supervisor oversight and control over employees that may be difficult with independent contractors. Where possible, companies should consider incorporating health and safety requirements into their independent contractor agreements.
- Workers must notify their supervisor and stay home from work if they have symptoms of acute respiratory illness consistent with COVID-19 – such as fever, cough, chills, muscle pain, headache, sore throat, or shortness of breath – that is not explained by another medical or allergic condition.
- **Symptomatic Workers.** If a worker exhibits symptoms of acute respiratory illness upon arrival to work, or becomes sick during the day, their supervisor must separate them from other workers and patrons and send them home or to a designated isolation area immediately.





## The Event Alliance Association: Practices for Healthy Workers and Volunteers.

- **Documentation.** The supervisor should document the circumstances of the worker's illness to help with contact tracing, as applicable.
- **Contact with Symptomatic Workers.** Because one can carry COVID-19 with no symptoms at all, anyone who has been in close contact with a person known to have had the virus, or whose family or friends show signs of exposure, should behave as if they are infected, isolate themselves, and contact their physician.
- **Returning to Work.** Workers with symptoms of acute respiratory illness associated with COVID-19 may return to work after (a) home isolation for 14 days since their first symptoms or positive test, and (b) medical authorization.



## The Event Alliance Association: **Cleaning and Disinfecting.**

- **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.



## The Event Alliance Association: **Cleaning and Disinfecting.**

- **Following the Manufacturer's Instructions.** In all instances, including technical and production equipment such as microphones and headphones, 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.
- **Documentation.** Documenting that health and safety practices were followed at the correct intervals can help a business show that it behaved reasonably under its circumstances, which would be a key issue in a lawsuit. A supervisor should ensure that cleaning logs are carefully entered and preserved for reference. Events that contract to use a venue should request a copy of the venue's cleaning and disinfection plan.