

AoA COVID 19 GUIDELINES FOR PUBLIC EVENTS

The current document is aimed to provide the necessary information and guidelines for:

- AoA's internal use on how to implement best practice in this new context
- Enable AoA and host presenters to provide a safe luminarium-experience for visitors, crew, stewards and Luminarium Managers.
- Encourage host presenters to continue to book a luminarium
- Provide the necessary guidelines and information for host presenters to implement the required measures during the events
- Serve as a basis to create a contractual document for presenters and AoA to commit to

It should generate a feeling of trust and appreciation.

GENERAL

- adjusted work schedule for the LM's and stewards to take into account the discomfort of wearing a mask and gloves
- more security to ensure Covid 19 rules are being implemented and respected
- could do special T-shirts reminding of the minimum 1 metre distance for all stewards and LM's

PERSONAL PROTECTIVE MEASURES

Mask

- Everyone visiting and working with the luminarium should wear a mask.
- Need to think about most suitable masks for stewards and luminarium managers as they will be most exposed and will be wearing them all day which could create discomfort. Ideally their expressions would still be seen especially when speaking to visitors.

Feet & hands

- No bare feet, all visitors would need to wear socks. Disposal overshoes to be available for those that have no socks
- stewards and LM's to wear gloves

QUEUING

Timed sessions

- implemented timed sessions to ensure queue remains small at all times.
- this could be 30 visitors every 15 minutes.
- would require obvious markers with incremental distances of 1,5 meter for individual visitors or small groups to observe.

Virtual queuing application

- the presenter could decide to adopt a virtual queue system via an application like Qminder or Linistry.
- visitors would join a virtual queue and be notified when their entry time has come.

General

- Set up a four-tap hand-wash station with water (no-touch taps), soap and paper towels at the end of the queue. Each visitor will be required to wash their hands before entering RT.
- extra security for the queue to ensure distances are kept
- take temperature if country Covid 19 regulation requires this
- Set the barriers to discourage visitors from dragging their hands on the barriers

RECEPTION TENT, SHOES

- in some configurations a common reception tent may be used between the entrance and the exit.
- Separation can be maintained with a barrier dividing the persons entering and the persons leaving.
- Part of the barrier can be made up of shoe racks that are accessible from both sides for visitors entering to leave their shoes and exiting to collect the shoes. Alternatively, visitors could also be encouraged to bring a bag to carry their shoes inside. (This would require implementing another process to count visitors inside as shoe racks won't indicate occupancy).
- no-touch hand-sanitation station available in reception tent on entrance and exit. (min. 60% alcohol sanitizer, not water)

MAPS & SIGNAGE

- digital maps and / or a large map sign at reception.
- very clear signage needed at the entrance for visitors to know the AoA admission rules and the special Covid 19 rules and procedures that have been implemented. Should include all that has been done by AoA and the presenter and all that visitors need to do to ensure a safe environment and visit.
- ensure ALL visitors have taken good notice prior to entering

AIRLOCK

Instead of one main airlock, use 2 small airlocks, one for entrance and one for exit to ensure one-way traffic and no bottlenecks

- enter the airlock only with the family or other grouping or individually so that individuals or groups that have previously been socially separated can maintain their social distance from other groups
- airlock doors could be fitted to be opened and closed with a drawstring to keep a distance between the steward and the visitors entering.
- Airlock speech does not need to happen in the airlock but could take place in the reception tent or once the group has entered the luminarium in the first dome.
- adjust the speeches to the context and to the implemented admission system

CAPACITY

An estimation of capacity is conjecture until new approaches to admission have been tested. One scenario could be:

- reduce capacity to maximum 60 visitor at a time inside the luminarium
- average attendance reduced to approximately 120 per hour with 30 persons entering every 15 minutes
- airlocks: max 6 persons at any one time inside the airlock (5 visitors + 1 steward)

THE VISIT

The object of the special Covid 19 controls would be to avoid random wandering and exploration inside the luminarium that could mean different groupings getting closer to each other than they might want or which the local authorities do not want.

Channelled visit

- create a single direction for the journey inside the luminarium using different practical means to keep visitors on a path and moving in the same direction with no backtracking.
- determine specific areas where visitors can chill and sit down
- stewards would be assigned to different areas of the luminarium and would not be roaming, 4 to 5 areas.
- stewards would indicate to the groups when it's time to move on to the next area.
- visitors would enter as a group of max 5 people and would follow the direction of the visit and be directed by the stewards positioned inside.

Guided tours

- groups of 5 could be guided by a steward all way through the visit
- would enable to share a lot of information with the group
- the steward would be responsible to guide the group in a way to avoid proximity with other groups
- would require more stewards and more qualified stewards to embrace the role

STEWARDS

- stewards need to be a dedicated team working during the full event.
- it will not possible to work with volunteers doing a couple of shifts each only
- need to increase the number of stewards to fit all the positions
- need to plan extra breaks to allow stewards to relieve themselves from the masks
- train groups of 10 persons maximum
- need to receive special Covid19 training
- implement team spirit building sessions and debrief sessions to allow stewards to express concerns and feelings throughout the full event

GET IN AND GET OUT

- reduce the LM and local crew team-size to 6 and increase the time for get-in.
- for all to wear their own personal gloves
- brief the crew about protective measures
- If non-English speaking crew an English speaker is essential to translate
- Partnering the crews in teams of 2 throughout the entire get-in and get-out process to reduce mixing the crew and enable tasks that require 2 people to always be done by the same teams of 2

LUMINARIUM MANAGERS

- Have to be extra careful as they are the link in between all people on an event
- LM's should plan to not wear the same clothes every day and wash their clothes on a regular basis

EVACUATION

- once the admission system has been decided, appropriate evacuation procedures will need to be put in place.
- by using the 2 entrance /exit airlocks and max capacity being kept at 50 visitors, then 25 visitors can exit via each airlock, in 5 groups of 5 on each airlock.

CLEANING

- the luminarium would be cleaned prior to opening and after closing
- the luminarium could close midday or more for 15-minute slots to allow for further cleaning during the day
- plan for a specific cleaning team of 2 people throughout the day to regularly clean hand washing station, hand sanitation station, fence railing, chairs, shoe racks, etc.
- Towels to be cleaned and dried very day

AoA FLIGHT CASE

- A personal PPE kit per LM containing a sufficient amount of gloves (amount t.b.c.), hand sensitizer (at least 60% alcohol) and facemasks. Make sure all is packed in a sterile way (especially face masks).
- (PPE) and AoA Covid-19 guidelines printed, laminated and glued to the inside of the flight-case lid (refer to WHO guidelines, for example:
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>)

RESPONSIBILITY AND LIABILITY

- the presenters need to produce clear guidelines at the entrance on Covid 19 measures that are being implemented to offer a safe environment and refer to WHO or specific local country or council guidelines
- signage needs to mention that visitors are entering at their own risk
- the guidelines need to be clear and leave no grey areas
- LM's need full authority to close if they consider the provisions are not offering a safe environment for themselves, for the stewards or for the visitors
- create a Covid 19 checklist and tick the boxes every day to prevent misinterpretation or discussion.
- contract needs to include a special Covid19 list of provisions and action