

PATS: Performing Arts, Arenas, Theaters and Stadiums Guidelines

Prepare. Respond. Recover.

The cleaning industry's only outbreak response and recovery accreditation.

About GBAC, a Division of ISSA

Composed of international leaders in the field of microbial-pathogenic threat analysis, mitigation, response, and recovery, the Global Biorisk Advisory Council (GBAC), a division of ISSA, provides training, guidance, accreditation, certification, crisis management assistance, and leadership to government, commercial and private entities looking to mitigate, quickly address, and/or recover from biological threats and real-time crises. The organization's services include biorisk management program assessment and training, the GBAC® STAR facility accreditation program, training and certification of individuals, and consulting for building owners and facility managers. For more information, visit www.gbac.org.

About ISSA

With a variety of members including distributors, manufacturers, manufacturer representatives, wholesalers, building service contractors, in-house service providers, residential cleaners, and associated service members—ISSA is the world's leading trade association for the cleaning industry. The association is committed to changing the way the world views cleaning by providing its member

with the business tools they need to promote cleaning as an investment in human health, the environment, and an improved bottom line.

Headquartered in Northbrook, III., USA, the association has regional offices in Mainz, Germany; Whitby, Canada; Parramatta, Australia; Seoul, South Korea; and Shanghai, China. For more information about ISSA, visit www.issa.com or call 800-225-4772.

Introduction PATS Guidelines

The GBAC® STAR Guidelines document is intended to provide process and procedural options for infection prevention, cleaning, and disinfection for Performing Arts, Arenas, Theaters and Stadiums areas.

These guidelines are written to assist in the completion of the GBAC STAR Facility Accreditation for Performing Arts, Arenas, Theaters and Stadiums.



Introduction to PATS Guidelines

The Gold Standard of Safe Facilities: To achieve GBAC® STAR accreditation, facilities must demonstrate compliance with the program's elements, which range from standard operating procedures and risk assessment strategies, personal protective equipment and emergency preparedness and response measures.

- Establish and maintain a cleaning, disinfection, and infectious disease prevention program to minimize risks associated with infectious agents like SARS-CoV-2, influenza, norovirus, monkeypox, etc.
- Proper cleaning protocols, disinfection techniques, and work practices in place to combat biohazards and infectious disease.
- Highly skilled cleaning professionals who are trained for outbreak and infectious disease preparation and response.

This GBAC STAR® Performing Arts, Arenas, Theaters and Stadiums (PATS) template is intended to provide process and procedural options for cleaning, disinfection and infectious disease prevention for event and convention facilities. These are guidelines to assist a facility with its GBAC STAR accreditation process.

GBAC will continue to monitor information from international health associations, organizationsorganizations, and regulatory agencies, and will communicate changes, requirements, and recommendations as the situation evolves. GBAC will communicate to GBAC STAR Facilities via GBAC STAR communications networks.

In general, GBAC® STAR templates will be changed and updated based on public health advice, personal protective equipment (PPE) recommendations or requirements, social distancing requirements, and other recommendations, and will be implemented to be consistent with business needs.

GBAC also recognizes that in many facilities a service contractor will service the show floor areas and the facility may service the common areas of the property. This program is designed to ensure there is no disruption of services, as both contractors and facilities will have GBAC – or otherwise – trained and competent technicians on staff.

Cleaning professionals and disinfectant technicians (as they are referred to in this document) may or may not be the same individuals or teams.



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General Considerations

Hand Sanitization

Current public health guidelines outline the need for appropriate hand hygiene accomplished by hand washing and/ or the usage of hand sanitizers. While handwashing with soap and water is the preferred option for hand hygiene, the number of handwashing facilities is normally limited, and the use of portable hand wash facilities might not be feasible in all locations.

Locations and supply of hand sanitizer needs must be based on occupancy, usage records, and user feedback. Examples include, but are not limited to:

Supply – As a general guidance for PATS, at a minimum, **one hand sanitization station for every 300 people** should be considered.

Locations -

- · At every entrance.
 - One (1) or more stations, depending upon volume.
- Public corridors and concourses:
 - One (1) every 100 feet, with a minimum of one (1) per aisle.
 Placement on alternate sides of an aisle may be considered.
- Private corridors
 - Every 200 ft. (i.e. on the luxury suite level or sky box level).
- Lobbies: One (1) per 5000 sq. feet of lobby space.
- At the entrances of all food, beverage, and concession locations.
- At all elevator banks and escalators.



- Position to avoid interruption to traffic flow.
- At employee's time clocks, entrances, and dining area based on use.

Units must be replenished frequently. It is recommended that stations are checked initially **every 2 hours** during the event and inspection frequency be adjusted based on usage.

Temperature Monitoring Program

When required, temperature monitoring stations at venue entrances and employee entrances may be implemented and can be automated or implemented by a security officer with a temperature-scanning device. Communication is essential and clear instructions on requirements need to be provided in advance.

 Example: no entrance for individuals with elevated temperatures and/or flu-like symptoms.

Medical emergency response plans should include responding to ill attendees,

performers, employees, and contractors. Establishing an isolation room should be considered; for some locations and jurisdictions, an isolation room or area may be required.

Physical distancing

When physical distancing is required, the venue should implement controls to assist in accomplishing the goals of physical distancing. Strategies may include, but are not limited to:

- Signage placed throughout the venue asking everyone to keep a respectful distance from others.
- Floor markings to aid in queuing at public entrances, lobbies, restrooms, concession lines, and any other location attendees queue. Stanchions with 6 ft belts may also be used in these locations to designate appropriate distancing.
- Spacing of seating and tables where applicable.

PPE

When required by local, regional, or national public health authorities, or when required by GBAC® STAR program risk assessment, masks may need to be worn by event attendees and support staff. The wearing of gloves also may be required for certain activities; stadium management shall be prepared to provide when required and have available in appropriate sizes

Hydration

Public self-serve water stations with any touch point should not be permitted during outbreaks. Touchless filling stations and single-use hydration solutions should be considered.

Floor Care

In addition to current protocols of floor care for both hard surface and carpet, special attention should be made to the following but not be limited to:

- The use of HEPA vacuums on all carpets, followed by spray disinfection using facility approved spray technology and approved disinfectants compatible with the materials being disinfected when required by GBAC® STAR program risk assessment.
- The use of approved floor scrubbers, mops, and tools with approved chemistry on hard floor surfaces.
 - The cleaning and disinfecting of hard surfaces floors is critical.
- A program to clean and disinfect tools must be in place.
- Frequency of cleaning will depend on usage, GBAC® STAR program risk assessment, and/or local requirements.



Signage

A list of signage associated with the GBAC STAR program should be maintained. The list should include the locations and description of what signage is at each location to ensure that the signage is in place and maintained during the event. With a list, it is easy to audit during the event. Physical and digital signage should be utilized where applicable. Examples include but are not limited to:

- Rules and recommendations for the day, including use or no use of PPE.
- · Physical distancing reminders.
- Handwashing reminders in restrooms.
- "Don't touch your face" reminders.
- "Notify Event Security with Concerns" signage.
- GBAC STAR Facility signage to remind people that this is a GBAC STAR Facility.

Documentation

Documentation is an important part of the process. The facility's protocols related to the previous General Considerations section should be documented, in addition to the risk assessment and cleaning and disinfection protocols following.



Cleaning, Disinfecting, & PPE Protocols

It is important to understand the difference relating to cleaning and disinfecting.

Cleaning: refers to the removal of dirt and impurities – including germs – from surfaces. Cleaning alone does not kill germs. But by removing them, it decreases the number of germs and, therefore, risk of spreading infection.

Disinfecting: kills germs on surfaces. Disinfecting works by using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces risk of spread.

Pre-Event Activities & Preparation

The level of cleaning and disinfection may be determined by local requirements or the time in between events.

Based on the GBAC STAR program risk assessment:

Step One: Determine number and placement of waste cans. A full wipe down and washout may need to be completed. Include parking lots.

• Utilization of hands-free waste receptacles is desirable.

Step Two: Ensure all hand sanitization stations are in place and are full.

Step Three: Ensure all signage associated with the GBAC STAR program is in place.

Step Four: Clean and disinfect all touch points at the places of entry.

Step Five: Clean and disinfect seating bowl in all levels. If power washing is used, ensure that the selection of personal protective equipment is addressed in the GBAC® STAR program risk assessment.

Step Six: Clean and disinfect all restrooms.

Step Seven: Clean and disinfect all ticket booths, entrances, lobbies, and concourses.

• Pay attention to all touch points, counters, seating, etc.

Step Eight: Clean and disinfect all other spaces including but not limited to suites, luxury seating, club lounges, retail stores and booths, concession and condiment areas and carts, field and team benches, locker rooms, and trainer rooms.

During Event Activities

Based on the GBAC STAR program risk assessment:

Step One: Ensure hand sanitization stations are in place and replenished. It is recommended that stations are checked every 2 hours during high occupancy times.

 Frequency can be adjusted upon actual usage needs; the frequency and justification should be documented.

Step Two: Ensure lobbies and concourses are kept clean and safe during the game/event.

Step Three: Maintain restrooms in a clean, safe, and stocked condition.

Step Four: Bag and remove trash, and maintain cleanliness as necessary in all suites, luxury seating, club lounges, retail stores, etc.

Step Five: Ensure and document that concession and kitchen areas are maintained by the concession companies.

Post-Event Activities

Based on the GBAC STAR program risk assessment:

Step One: Bag and remove all trash from all areas.

Step Two: Clean and disinfect, according to facility protocols, (see templates below) all spaces within the stadium/venue. Spaces include but are not limited to:

- · Suites
- · Luxury seating
- · Club lounges
- · Retail stores and booths

- Concession and condiment areas and carts
- · Field and team benches
- · Locker rooms
- · Trainer rooms

Step Three: Clean and disinfect seating bowl in all levels.

- · Suites
- Luxury Seating

Step Four: In facilities where hosing and power washing is NOT permissible:

- Clean the seating bowl area following standard cleaning procedures;
- Follow cleaning with disinfection protocols using systems such as electrostatic sprayers or other suitable delivery systems with approved disinfectant(s).
- Ensure that the selection of personal protective equipment is addressed in the GBAC STAR program risk assessment.
- · Retail stores and booths.



Considerations for Specific Spaces

Please refer to the chart on pages 14 - 18 for guidelines in the follow areas:

Parking Lots

Lobbies and Concourses

Venue ticket booths, entrances, lobbies, and concourses vary from facility to facility. Special attention must be made as they are areas subject to significant traffic.

Public Restrooms

Common Hallways

Elevator Lobbies, Elevators, and Escalators

Luxury Boxes, Sky Boxes, Group Gathering Areas, and Meeting Rooms

Locker Rooms

Restaurants/Bars/ Concessions/Kitchens/ Cafés/ Food Prep Areas

General Considerations

These areas should continue to be cleaned and disinfected in accordance with property protocols with attention to the following:

- Considering individually pre-packaged meals..
- If buffets are allowed, conducting a risk assessment to determine and document specific requirements.
- Linens replaced and washed in between customers.
- Table placement at least 6' apart (while physical distancing requirements are in effect).
- Using disposable menus and check presenters if possible. If non- disposable menus or check presenters are used, they must be disinfected after each use.
- Hand sanitization stations appropriately placed at the restaurant/bar entrance, kitchen entrance, restroom entrance area.
 - Depending on the size of the restaurant/bar, other station locations should be considered.
 - Hand sanitization stations checked that they are in place and replenished as needed.
 - It is recommended that a review cycle is scheduled, such as every 2 hours during high occupancy times.
- Hand washing stations available for all staff in the back of the house.
- Wait staff and servers wearing masks when physical distancing is in effect.
- Wait staff wearing gloves when serving food.

- Disposable utensils being used when and where applicable.
 - When not utilizing disposable utensils, flatware must be wrapped or in a roll up.
- All condiments being personal use.
- Cleaning and disinfecting conducted based on risk assessment.

Back of the House/Heart of the House

Kitchens, storage rooms, service corridors, food presentation space, deck warmers with food, loading docks, employee restroom general considerations:

 Routine cleaning and disinfection policies and procedures must be established for all spaces in the "Back of theHouse/ Heart of the House"

A list of "Heart of the House" spaces should be developed specific to each venue.

 At a minimum, spray disinfect all spaces every 24 hours for food preparation areas, kitchens, storage rooms, service corridors, food presentation space, deck warmers with food, loading docks, and employee restrooms,

Specific Area(s)	Pre-Event Cleaning / Disinfection	During Event	Post-Event Cleaning / Disinfection
Parking Lot	 Ensure that: Signage communicating physical distancing and infection control strategies are in place. Trash receptacles are in place and maintained (hands-free receptacles are recommended). Pedestrian traffic arrows placed when and where applicable. Temperature monitoring programs to identify those who have had their temperature taken, such as the wearing of a wrist band may need to be implemented. Bag and remove all trash. Ensure trash receptacles are in good working order and ready for the next event. 	Same as pre-event	 Ensure that: Bag and remove all trash. Ensure trash receptacles are in good working order and ready for the next event.
Lobby / Concourse Can include ticket booths and entrances	None - assuming space has not been used since last disinfection was performed	Cleaning Professional(s) enter lobby and concourse areas wearing required PPE and: • Ensure signage is in place indicating the venue is a GBAC STAR Facility. • Bag and remove all trash. • Replenish hand sanitizing stations. • Commence area cleaning with approved chemicals and equipment, paying careful attention to all touch points. • HEPA vacuum carpets when and where applicable. • Use floor scrubbers/ mops when and where applicable. • Document that cleaning has been completed.	Notes: 1. Areas and objects to be treated are to be determined by the risk assessment and/or official requirements. 2. Disinfection should not take place until cleaning has been completed. 3. All non-custodial personnel should be removed while area is being treated. Disinfection Technician enter lobby and concourse areas wearing approved PPE and: Begin disinfecting all surfaces in the lobbies and concourses using approved disinfection systems such as electrostatic sprayers or other suitable delivery systems with approved disinfectant(s). Lobby and concourse surface disinfection may include but is not limited to: Ticket booths/Registration/Reception desk(s) All doors in lobby area including entrance/exit doors Drawer and door handles Flooring Walls (up to 8') Tables Chairs Trash cans

Specific Area(s)	Pre-Event Cleaning / Disinfection	During Event	Post-Event Cleaning / Disinfection
Common Hallways	None - assuming space has not been used since last disinfection was performed	Prior to entry, ensure signage is in place, including GBAC STAR® and personal hygiene signage (e.g., "Remember to Wash Your Hands"). Cleaning Professional enter restroom areas wearing approved PPE and: Bag and remove all trash. Commence with room cleaning with approved chemicals, paying careful attention to all touch points. Replenish all items as needed. Use floor scrubbers/mops when and where applicable. Document that bathroom cleaning has been completed. Ensure signage is in place indicating the venue is a GBAC STAR Facility.	Notes: 1. Areas and objects to be treated are to be determined by the risk assessment and/or official requirements. 2. Disinfection should not take place until cleaning has been completed. 3. All non-custodial personnel should be removed while area is being treated. Disinfection Technician enter common hallway area wearing approved PPE and: Begin disinfecting all surfaces in the common hallway using approved disinfection systems such as electrostatic sprayers or other suitable de-livery systems with approved disinfectant(s).
Elevators, Escalators, & Stairs	None - assuming space has not been used since last disinfection was performed	Note: During high occupancy it is recommended that elevator lobbies and elevators are checked and cleaned every 2 hours. Cleaning Professional enter elevator lobby and elevator wearing approved PPE and: Bag and remove trash (if applicable). Elevators will be cleaned with high attention to touch points (e.g. elevator buttons, railings). Hand sanitization stations need to be checked that they are in place and replenished as needed. At least one hand sanitization station should be located at every elevator and escalator entrance (note position so as not to interrupt traffic flow). Escalator rails checked and cleaned every 2 hours. Document that elevator lobby, elevator, and escalator cleaning has been completed.	Escalator rails should be sanitized/disinfected at a minimum daily • Elevator lobbies, elevators, and escalators will be sanitized/disinfected using systems such as electrostatic sprayers or other suitable delivery systems with approved disinfectant nightly at a minimum. • Document that elevator lobby, elevator, and escalator disinfection has been completed.

None – assuming space has not been used since last disinfection was performed Verify that space has been cleaned and disinfected following the last event using facility's verification system (check sheets, digital documentation, door seal, etc.). These spaces should be cleaned before and after each use. Cleaning Professional enter room wearing approved PPE and: Bag and remove all trash - excluding all unused consumable items such as: notepad paper and other unused consumables. Commence with room cleaning with approved chemicals, paying careful attention to all touch points - including electronics and AV equipment and disinfection. This includes, but is not limited to, clickers, keyboards, pointers, AV equipment, and microphones. 1. Follow manufacturer recommendations for electronics and AV equipment, and disinfection. This includes, but is not limited to, clickers, keyboards, pointers, AV equipment, and microphones. 2. Some equipment may need to be hand sanitized and disinfected; some may be able to be spray disinfected. Areas and objects to be treated are to be determined by the risk assessment and/or official requirements. Disinfection Technician enter room wearing approved PPE and: Commence with room cleaning with approved chemicals, paying careful attention to all touch points - including electronics and
AV equipment Replenish all items as needed. Replenish hand sanitization stations as needed and check that they are properly placed. As a general guidance, 1 for every 50 people Floor surfaces cleaned/ HEPA vacuumed as last step prior to exiting the meeting room. Place tag on door that room is ready for Disinfection Technician. Peplenish all items as needed. Compatibility with sensitive equipment (e.g., AV equipment) is to be determined. Meeting room surface disinfection might include but is not limited to: Flooring Walls (up to 8') Closet doors (open) Drawer and door handles Podiums Counter tops and tables

Note:

This applies to performing artist preparation rooms, sports teams' home, visiting and, referee's locker rooms, and adjacent training rooms.

Specific Area(s)	Pre-Event Cleaning / Disinfection	During Event	Post-Event Cleaning / Disinfection
	Team Equipment	A risk assessment	Upon exit of players or performing artists:
	Managers, Stage Managers, or other	should be completed to determine the needs for	Cleaning Professional enter room wearing approved PPE.
Locker Rooms			_

Note:

In general, concessions are run and maintained by a 3rd party. All vendors and concession owners must be aware of and follow the facilities GBAC START program requirements unique to this venue. It is recommended that each concession have at a minimum one (1) GBAC trained individual.

Specific Area(s)	Pre-Event Cleaning / Disinfection	During Event	Post-Event Cleaning / Disinfection	
	None - assuming space has not been used since last disinfection was	Cleaning Professional enter area wearing approved PPE and:	Areas and objects to be treated are to be determined by the risk assessment and/or official requirements.	
	performed	 Ensure signage is in place indicating that the facility is a GBAC STAR Cleaned and Disinfected Facility. Bag and remove all trash - excluding all unused consumable items such as: notepad paper and other unused consumables. 	NOTE: Special attention to approved chemistry list must be taken into consideration in areas where food is prepared and served.	
			Disinfection Technician enter restaurant/ bar/kitchen/ café/food prep area wearing approved PPE and:	
			Commence sanitizing/ disinfecting all surfaces in room starting at the back of the room working toward the exit door.	
Restaurants		Commence with room cleaning with approved chemicals and equipment in accordance with restaurant/	Disinfection using systems such as electrostatic sprayers or other suitable delivery systems with approved disinfectant(s). Compatibility with sensitive equipment (e.g., AV equipment) is to be determined.	
Food Prep Areas		bar cleaning policy, paying careful attention to all touch points.	careful attention to all touch surface dis	Restaurant/bar/kitchen/ café/food prep area surface disinfection might include but is not limited to:
Bars Concessions Food Service		Replenish all items as needed.	FlooringWalls (up to 8')	
Areas		Floor surfaces cleaned with scrubbers/mops or HEPA vacuumed as last step prior to exiting the meeting room.	DoorsDrawer and door handlesCounter TopsTables	
		Place tag on door that room is ready forDisinfection Technician.	 Seating Trash cans All touch points - light switches, lamps, phone, TV Controls, etc. 	
		Ensure hygiene signage is in place, such as hand washing reminders and SOPs.	Prep kitchen done at conclusion of use. Document that area disinfection has been completed.	
		Document that area cleaning has been completed.		





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