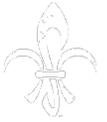


# LOUISVILLE'S HOSPITALITY REOPENING TASK FORCE



## SUGGESTED REOPENING PLANS AND BEST PRACTICES

Louisville Tourism has established a hospitality reopening task force led by each industry sector to align together as we plan to once again welcome visitors and locals back to our businesses. **The overall goal of the task force is to develop expert identified plans and best practices for each hospitality sector.** Using national resources, local leaders in each category collaborated to develop guidelines and best practices related to their specific industry segment.

Each set of guidelines and best practices will be utilized two-fold: **to help guide local businesses in reopening safely and identify a framework of criteria for each meeting and event organizer to use when building their own convention, meeting or event plans.** These best practices can also be used as a resource for individual leisure travelers, small groups and the local community to understand **how the hospitality industry is preparing for a safe and healthy return to business.**

The overall task force is made up of **nine industry sector groups.** Key leaders from each industry make up the various groups and have established reopening best practices that can be adopted and applied to individual business needs.

### INDUSTRY SECTOR GROUPS

  
ACCOMMODATIONS

  
AIRPORT

  
ARTS & CULTURE

  
ATTRACTIONS

  
GROUND TRANSPORTATION

  
OUTDOOR EVENTS & FESTIVALS

  
RESTAURANTS

  
SPORTING EVENTS

  
VENUES

*Attached documents are recommendations and will be continually updated in accordance with the latest guidance provided by state and local officials. Changes can be made at any time. The plans and best practices are fully subject to review and alteration to ensure compliance and legality with all state and federal laws.*

# Sporting Events Sector Group

## Overview

The Sports Group has compiled general guidelines that event rights holders should use as a template to assist them in creating event-specific protocols that address the unique aspects of their sporting events and activities. Also, competitive sports travel teams need facilities to re-open in order to engage in practice time prior to engaging in competition, and the teams need plans for how to re-engage in practice. The Sports Group believes that many of these same general guidelines and best practices can be used by local travel team coaches and small sports facility operators in their efforts to reopen, which in turn supports the nationwide movement to reengage in competitive sports activities on all levels. The actual game play, the type of facilities and the overall event operations vary by sport.

## Sector Group Members

<b>Chair</b> , Karl Schmitt <i>President &amp; CEO</i>	Louisville Sports Commission
Aaron Flaker <i>Co-owner</i>	Athletix
Amy Albiero <i>State Representative</i>	USA Swimming
Anthony Holman <i>Managing Director Championships</i>	NCAA
Chester Wheeler <i>VP NGB Business Development</i>	USOPC
Chuck Hodge <i>Chief of Racing Events</i>	USA Cycling
Dan Mott <i>Sr National Events Manager</i>	USA Fencing
Dave Ganneway	Wrestling
John David <i>Chief Operating Officer</i>	USA BMX
Josh Heird <i>Deputy Athletic Director</i>	University of Louisville Athletics
Kristy Cox <i>Director of Events</i>	USA Volleyball
Ron Kordes <i>President</i>	KIVA/Volleyball
Tara McCarthy <i>Director of National Events</i>	USA Cycling
Tim King <i>President</i>	USA Track & Field Kentucky

## GUIDELINES AND BEST PRACTICES

### General Guidelines

- Safety of players, coaches, staff and fans is paramount.
- Decision-makers at state government recognize the wide variety of competitive sports activities and that each sport must be considered on its own merits
- Decision-makers at state government recognize that competitive sporting events and competitive team practices are more controlled and have a greater chance of meeting health guidelines than recreational sports activities.
- Sports event operators will not be asked to change the actual game play; however, changes might be necessary for certain sports specific pre-game, in-game and post-game rituals and traditions (shaking hands, team huddles, high fives, etc.)
- Contact sports most likely will be slower to reopen than non-contact sports (i.e. basketball as a contact sport, softball as a non-contact sport)
- Indoor sports most likely will be slower to reopen than outdoor sports
- Event operators, sports facility operators and club team coaches and organizers should prepare detailed plans that demonstrate how their respective activities will meet state guidelines; in addition, event operators and club team coaches should be prepared to address any exceptions to the state guidelines that are necessary to their respective sports
- Event rights holders should work with the venue operator to create a facility and competition layout that highlights how social distancing practices are being incorporated into the overall execution of the event
- Fans and spectator attendance should be discouraged for events and activities in the near future

### Health & Safety (Coaches and Team/Player Support Staff)

- Medical
  - Event operators will be required to provide in-house and/or third-party medical support operations consistent with normal event operating procedures
  - All medical support operations must meet state re-engagement guidelines
- PPEs
  - All coaches and support staff must wear face masks at all times
  - Except during competition and warm up, players / participants must wear masks
- Sanitation practices
  - All coaches, support staff and players will be subjected to a temperature check
  - Anyone who registers a temperature of 100.4 Fahrenheit or higher will not be admitted
  - It is recommended that all support staff and coaches carry hand sanitizer with them at all times
- Game operations
  - Except during game play for players, all coaches, support staff and players will be required to maintain proper social distancing in their assigned area(s)
  - Event operators, with the support of coaches, are required to eliminate all activities such as player handshakes, team huddles, etc., that do not conform to social distancing
  - Event operators are required to create social distancing procedures for game operation activities outside of actual play, such as team bench areas, warm up, time outs, half time, etc.

- The use of locker rooms is highly discouraged. Participants should come to the venue in their “game gear” and leave without showering; to the extent necessary depending on the sport, the event operator could create changing areas that meet state guidelines
- Food & beverage
  - Meals at the venue for players are highly discouraged. Snacks provided for/by coaches and for players should be pre-packaged or boxed
  - Event producers will provide hydration stations if they meet state guidelines
  - Coaches and players who bring their own hydration (water, sports drinks, etc.) must be in individual bottles that are used by one person
- Increased staffing needs (data capture, sanitation)
  - Staffing and volunteer levels must be set at a level that ensures the monitoring and enforcement of all social distancing and sanitation practices are being maintained
- Staff point and internal controls
  - Event rights holders should create a decision-tree flowchart for risk assessment and associated proposed mitigation strategies

### **Health & Safety (Staff/Volunteers)**

- PPEs
  - Event operators will provide all staff members and volunteers face masks and rubber / disposable gloves
  - Masks must be worn at all times by staff and volunteers
- Sanitation practices
  - All staff members and volunteers will be subjected to a temperature check
  - Anyone who registers a temperature of 100.4 Fahrenheit or higher will not be admitted
  - All staff members and volunteers will be required to maintain proper social distancing in their assigned area(s)
  - It is recommended that all staff members and volunteers carry hand sanitizer with them at all times
- Training and labor
  - All staff and volunteer training should take place via online platforms or on-site while respecting social distancing
- Food & beverage
  - If providing meals for staff and volunteers, they should be pre-packaged or “boxed” meals to remove need for shared serving utensils and attended stations
  - Plates and utensils are not to be reused, and a new plate and silverware will be provided for each serving to a staff member and volunteer
  - Silverware and napkins are to be provided in sets that are pre-packaged to eliminate potential for touching by multiple hands before being used
  - Bottled water will be provided for staff members and volunteers by event rights holders in place of shared dispensers
- Increased staffing needs (data capture, sanitation)
  - Staffing and volunteer levels must be set at a level that ensures the monitoring and enforcement of all social distancing and sanitation practices are being maintained
- Staff point and internal controls
  - Event rights holders should create a decision-tree flowchart for risk assessment and associated proposed mitigation strategies

## Health & Safety (Public)

- Engagement
  - Events are likely to be given the go-ahead before fans are allowed to attend
  - Consider offering an online option to view the event (e.g., Facebook Live) that would be available at no cost or low cost
- PPEs
  - Attendance by the general public must meet state guidelines for social gathering
  - All attendees are required to wear face masks
  - Event operators should consider whether masks will be provided at the venue entrance or mandated that spectators have on prior to entering the venue
  - Hand sanitizer pumps or stations are to be made available at points of entrance, exit and through-out event area
- Temperature checks
  - All those entering the venue will be subjected to a temperature check
  - Anyone who registers a temperature of 100.4 Fahrenheit or higher will not be admitted
- Touchless experience (faucets, toilets, doors, elevator)
  - Event operators are to work with venue operators to ensure regular cleaning and sanitization by custodial staff of frequently touched areas
  - Wastebaskets are to be placed in visible locations and regularly emptied
- Food & beverage
  - Event rights holders will work with venue staff to modify procedures to enforce social distancing while waiting in line at concessions and other areas of potential exposure
- Crowd management
  - Event operators will work with facility staff to minimize contacts (concession/retail, parking, doors, queuing, admission/ticketing)
    - Attendees should observe social distancing requirements – 6-foot buffer between themselves and others in the public and event areas
    - Event operators should eliminate chairs, tables, concessions, vendors and any other activity that draws attendees to congregate in common areas
  - Traffic and seating
    - Traffic should continually flow in and out of the building without any congregating allowed in common areas
    - Seating should be spaced out to ensure social distancing guidelines; where possible, provide physical barriers to divide spectator seating from aiseways
  - Timed entry/capped attendance
    - There should be separate entrance/exit points designated into the event space
    - For ticketed events, all sales are to be done online via mobile devices or kiosk.
    - No credit card or cash payments are to be accepted onsite
    - Event operators are encouraged to offer spectators an online ticket or a unique QR code that can be scanned at venue entrance

## Communication & Education

- Event and facility operators and club team coaches should over-communicate with participants regarding the new policies and procedures
- For fan re-engagement, a multi-modal communication strategy is encouraged (e.g., signage, flyers, social media, website, PSA announcements, etc.).

- Event rights holders must communicate to the participants, support staff and attendees suggested COVID-19 mitigation practices including:
  - Frequently wash their hands with soap and water or use hand sanitizer, especially after touching frequently used items or surfaces
  - Avoid touching their face
  - Sneeze or cough into a tissue, or the inside of their elbow
  - Disinfect frequently used items and surfaces as much as possible

### **Guidelines and Examples of Sport-Specific Plans**

Below are links to best practices created by national sports organizations as well as a web site created by the Louisville Sports Commission (LSC) that contains several sport-specific plans for events, practices and small sports facilities developed by various organizations for activities in the Louisville market. The governing bodies, event operators, facility operators and club teams have graciously agreed to share these plans and best practices with LSC so that we can share the plans with other sports organizations. Our thanks for the USOPC, NCAA, USA Fencing, USA Volleyball, USA BMX, KHSAA, Cardinal Aquatics, Lakeside Seahawks, KIVA and others.

USOPC [www.teamusa.org/-/media/583E88D9C2514F52816F8FC12F6FCA82.ashx](http://www.teamusa.org/-/media/583E88D9C2514F52816F8FC12F6FCA82.ashx)

USOPC [www.teamusa.org/-/media/8BEB91F1CD574230BCD39CE0C779B592.ashx](http://www.teamusa.org/-/media/8BEB91F1CD574230BCD39CE0C779B592.ashx)

USOPC <https://www.teamusa.org/coronavirus>

USA Volleyball

[https://media.campaigner.com/media/53/533330/2020/ReturntoPlayGuidelines.pdf?id=7clnc98?f\\_type=file&f\\_name=ReturntoPlayGuidelines.pdf](https://media.campaigner.com/media/53/533330/2020/ReturntoPlayGuidelines.pdf?id=7clnc98?f_type=file&f_name=ReturntoPlayGuidelines.pdf)

NCAA <http://www.ncaa.org/sport-science-institute/coronavirus-covid-19>

KHSAA <https://khsaa.org/04-29-20-revised-covid-19-policies-and-guidance-issued-may-1-to-may-31/>

Louisville Sports Commission [https://www.louisvillesports.org/sports\\_reengagement/](https://www.louisvillesports.org/sports_reengagement/)

### **Industry Resources**

- National/International
  - U.S. Olympic and Paralympic Committee
  - NCAA
  - USA Fencing
  - USA Volleyball
  - USA BMX
  - Junior Volleyball A
  - National High School Athletic Association
- State and Local
  - Kentucky High School Athletics Association
  - Kentucky Swimming (state-wide membership org. of USA Swimming)
  - Cardinal Aquatics Swim Club
  - Lakeside Seahawks Swim Club
  - Pioneer Region Volleyball (regional membership org. of USA Volleyball)
  - KIVA Volleyball Club and Facility
  - Athletx (baseball)