

**Indiana State University
Hulman Center
COVID-19 Mitigation Guidelines and Protocol
Fall 2020**

The following mitigation guidelines are required for all events held in the Hulman Center starting on November 1 and continuing through the 2020-21 academic-year.

General

- Face coverings are required for all staff during public events, including basketball games, concerts/performances and commencement.
- Visitors are required to wear face coverings when entering, leaving and moving about the facility. Visitors should wear face coverings when seated except while eating or drinking.
- All employees and volunteer staff must complete the Sycamore Symptom Assessment health screening questionnaire or an approved similar assessment prior to working in the building. Screening is required of employees and volunteers of ISU, the Missouri Valley Conference, media outlets, visiting teams, Sodexo and other concessionaires, performers and their staff, and any other organization providing goods and/or services during events at Hulman Center. ISU employees will receive a daily personalized link to the survey. Employees of vendors and contractors can access the survey at this link:
https://indianastate.iad1.qualtrics.com/jfe/form/SV_23PmRquhyc3kmF.
- Seating capacity in the arena is limited to 25%.

Communication

- Event organizers must provide guest education for all events. Information about event protocols and health and hygiene concerns for events must be communicated through social media, web page posts, E-mail blasts, campus announcements and/or other appropriate channels prior to the event.
- Event organizers should implement ticketing or pre-registration for events as a means of controlling event size. Day of event ticket sales are prohibited.

Ticket Office

- Staff are required to wear face coverings during events.
- Protective barriers have been installed in open ticket windows.
- Contactless ticketing has been implemented via scanners.
- Employees must disinfect their hands between each transaction.
- Floor stickers are placed to facilitate social distancing in the que.
- Hand sanitizer is available for customers at each ticket window
- Guests are encouraged to purchase and pick up or print tickets in advance of event
- Ticket office is cleaned and disinfected daily.
- Screening questions are posted at entrance to ticket office.

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- Sale of individual game tickets has been suspended for men's and women's basketball until further notice.

Security Screening

- Security staff are required to wear face coverings during events.
- Screening questions are posted at all entrances to building.
- Require attendees at events to complete the *Sycamore Symptom Assessment* and display their green check prior to entering an event. If this requirement is not feasible, develop and implement other procedures to check for signs and symptoms of guests upon arrival. Event organizers may post signage listing symptom questions. Participants that answer yes to any of the questions cannot participate in the event. **All student events should require attendees to display their daily green check.**
- Face coverings are available from the ushers for visitors who arrive without face covering or damage or lose while at event.

Ticket Scanning/Building Entry

- Ushers are required to wear face coverings during events.
- Floor markings are installed to facilitate social distancing in queuing area.
- The Hulman Center is utilizing touchless ticket and student ID scanning
- Entrances may be assigned for some events.
- Guests are required to pick up programs or other handouts. Staff are prohibited from passing out materials.

Parking

- No valet parking allowed.

Outer Concourse and Lobby

- Signage and floor markings are placed throughout to reinforce expected behavior and encourage social distancing
- Hand sanitizer is available at high touch points
- The outer concourse and lobby are cleaned and disinfected after every event
- Concession sales limited to permanent concession areas.
- Sale of soft goods and merchandise during event must be approved by Hulman Center management.
- Water fountains are not available. Water is available for sale at concession stand.
- No giveaways are allowed in outer concourse.
- No information tables or solicitation tables/booths by outside groups, student organizations or campus departments are allowed during basketball games or other events in the arena.

Restrooms

- Air hand dryers have been disabled.
- Touch-free faucets, toilets, soap and paper towel dispensers have been installed.
- Restrooms are cleaned and disinfected after every event and between rush periods for larger events.

Concessions

- Food service employees are required to wear face coverings (over mouth and nose) and gloves.
- Concessions are limited to pre-packaged container products.
- A sneeze guard is installed at each point of sale.
- Hand sanitizer is available to guests at each point of sale or touch point.
- Daily cleaning and disinfecting is required at each location.
- Floor markings are installed to facilitate social distancing in queuing area.
- Re-usable/souvenir cups are prohibited.

Catered Events

- Food service employees are required to wear face coverings and gloves.
- Seating capacity on the main floor is limited to 250.
- The capacity in the Hulman Center Meeting Room Complex (Varsity Club Room) limited to 65.
- No buffet or family style meals are allowed. No self-service stations. Plated, served meals are required.
- Cleaning and disinfecting is required after each event.
- Disposable tableware and prewrapped cutlery required for all events.
- Linen must be replaced after each guest.

Retail Sales

- All staff required to wear face coverings.
- Guests not allowed to touch merchandise prior to purchase.
- Floor markings installed to facilitate social distancing in queuing area
- Hand sanitizer available to guests at touch points
- Employees disinfect hands between each transaction
- Employees required to complete health screening prior to start of shift

Ingress/Seating

- Usher staff required to wear face coverings
- No usher handling of tickets or other physical contact with guests
- Contact free program distribution
- Seating capacity in arena reduced to 25% of capacity

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- Guests encouraged to move directly to seats

Egress

- Direct exit routes established for guests. Congregating in lobby post event not allowed.
- No post show/post game backstage, floor or locker room access for guests
- Players return to locker room immediately after game. No interaction between players and guests in stands after game.
- No reuse of programs.
- Arena disinfected between every event.

Restrictions on Types of Events

- No in-person conferences, workshops or similar events that draw significant participation from beyond the Wabash Valley. Organizers of these events should consider converting to an on-line format. Recruitment events are allowed with the mitigation requirements outlined in this document.
- No fairs unless social distancing is practiced through the entirety of the event. Participants and exhibitors must wear face coverings.
- No receptions or networking events unless social distancing is practiced throughout the entirety of the event. Face coverings are required at all times. Food service at receptions is limited to individually packaged food and beverage items or food plated and served and/or beverages poured and served by Sodexo employees. Alcohol service is limited to served wine at the table. Guests at receptions must be seated while eating and drinking.
- The Varsity Club Room will be closed during the 2020-21 Women's and Men's Basketball season.
- The Entertainment Suite in the arena is not available for rental or use by external organizations or businesses or individuals during the 2020-21 Women's and Men's Basketball season. Internal use of the suite is allowed by University Advancement, Intercollegiate Athletics and the Office of the President. Capacity in the suite is limited to 15. All guidelines, including those for face coverings and catering, must be observed in the suite.

Loading Dock

- Ramp entry is limited to Hulman Center, Intercollegiate Athletics and Sodexo employees.

This University guidance is subject to change as more guidance becomes available from public health and government officials.