

Guidelines for Event, Meeting and Gathering (E/M/G) Planners (Effective August 15, 2020- Updated April 28, 2021)

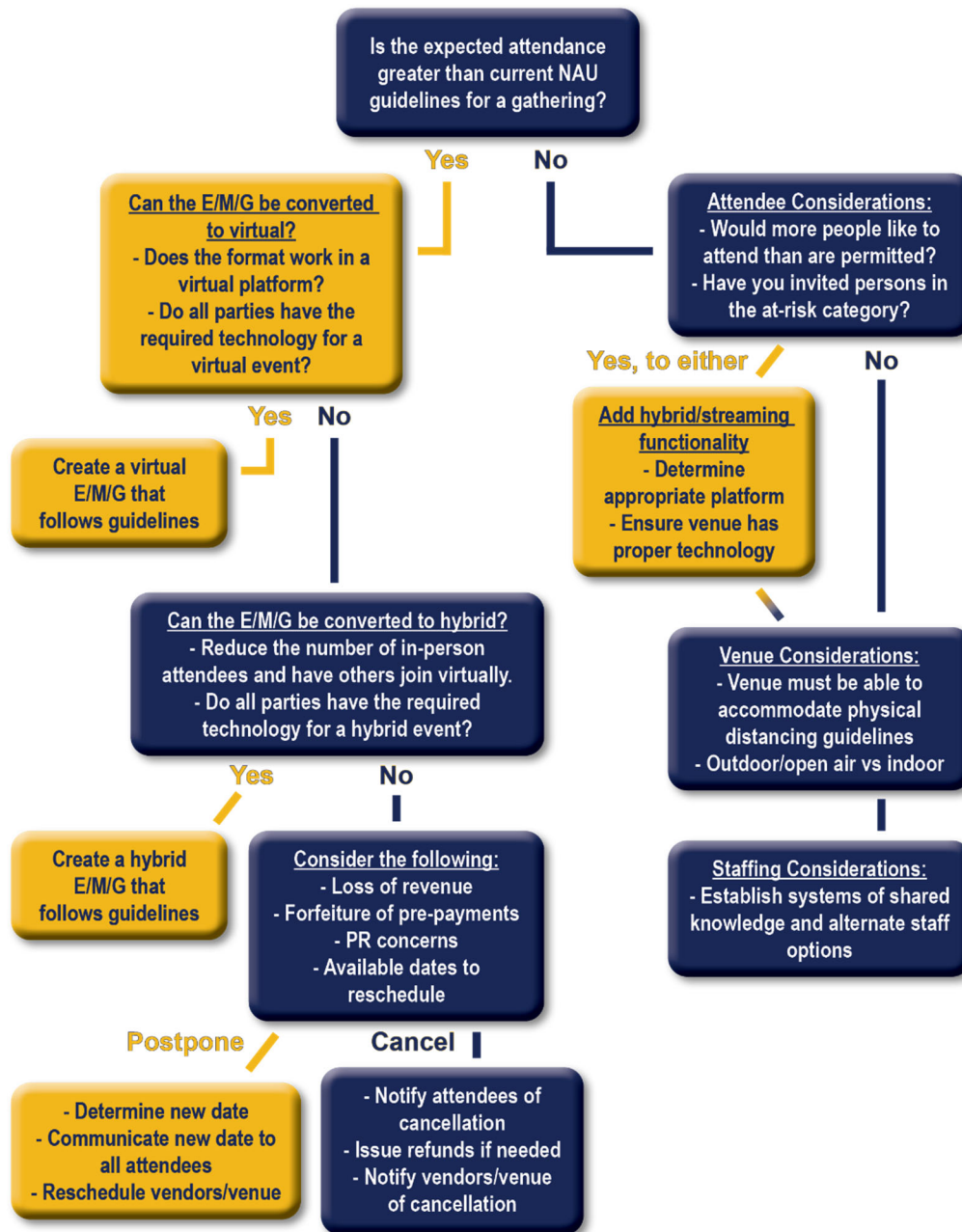
The information in this document is based on currently available guidance and information. NAU reserves the right to alter this guidance as circumstances evolve and/or as new information becomes available. E/M/G policies and standards will be maintained by the University Events office and accessible via <https://nau.edu/jacks-are-back/>. All staff that are involved in planning, hosting, or facilitating E/M/G need to be familiar with current standards so they can be implemented accordingly. The following guiding principles and key considerations serve as the foundation for the framework:

- Due to the evolving situation with COVID-19, please carefully consider planning any future events including how the event objectives can be met creatively and how the event delivery method - virtual, in-person, hybrid, etc.- will be determined.
- Planning and hosting events, meetings, and gatherings, both on or off NAU campuses, can benefit from enhanced planning, hygiene, and public health measures. These actions help limit the spread of many communicable diseases and help mitigate health risks to the Lumberjack community safe.
- While special attention should be given to protect vulnerable populations, there should generally be consistency in health and safety measures at events, meetings and gatherings for all university constituents including students, parents, faculty, staff, prospective students, visitors, alumni, supporters, etc.
- Education and communication from organizers to attendees should be shared prior and during the event, meeting, or gathering. Education should acknowledge COVID-19, link to NAU coronavirus site, and remind of simple measures to lower risk and spread.
- Contingency plans should be considered for all events should they need to be postponed or cancelled.

Points of Consideration and Decision Flow

As of April 28, 2021, meetings, gatherings, student activities and/or programming of 50 people or less at a time will be considered, and the preference is for anything possible to be held outside. All gatherings are subject to further review. **Anyone planning an event/meeting/gathering with an inperson component must complete an event form at:** www.nau.edu/unions-and-student-activities/event-information-form/

For the most recent Arizona state information, visit <https://azgovernor.gov/>.



Standards and Protocols

These protocols apply to all campus events, meetings and gatherings regardless of the type of E/M/G; or whether the host is internal or external; or, the source of funding for such E/M/G. These protocols are not intended to provide guidance for competitive athletic events. These standards are not intended to provide guidance related to work toward academic progress (classes, lab work, study groups, etc. These protocols are subject to change as additional information is obtained or additional guidelines provided by state and/or federal sources. Link to updated CDC guidelines for Events and Gatherings:

<https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/considerations-for-events-gatherings.html>

A. Health and Safety

- a. Face coverings will be required for event attendees and staff. Wear face coverings in accordance with CDC recommendations which say in part "...people wear a cloth face covering to cover their nose and mouth in the community setting. This is an additional public health measure people should take to reduce the spread of COVID-19 in addition to (not instead of) physical distancing, frequent hand cleaning and other everyday preventative actions."
 - i. Acquisition and distribution of PPE/masks shall be centralized under the auspices of facilities operations. To obtain face coverings for staff or to distribute to attendees as needed, contact Campus Supply <https://in.nau.edu/campus-supply/> to order.
 - ii. NAU Employees and event staff are required to wear masks in public areas. In person event attendees are required to wear masks when physical distancing is not possible. Safety Greeter(s) (B.a.ii.) need to have ability to provide a mask to any guest that doesn't have one upon entry and reinforce the mask requirement.
- b. Physical distancing, which is staying at least 6 feet apart from other people, is required for event attendees and staff.
- c. Distribute and post health messages and materials to staff, volunteers, and attendees and educate about everyday preventive actions that includes respiratory etiquette and hand hygiene. (see communications section) E/M/G planners are primarily responsible, however they should work in conjunction with the venue.
 - i. Campus Event Operations and Support will develop and provide an electronic PDF info packet to event planners that includes all event related messaging for easy advanced dissemination to attendees.
 - ii. Campus Event Operations and Support will also provide electronic versions of signage created by NAU Marketing for appropriate on-site placement. Sign holders and printed copies of all signage will be available for check out.
- d. Hand sanitizer must be available upon entry to the E/M/G.
 - i. If there is a registration table, E/M/G planner must provide. Stand-alone hand sanitizer bottles and disinfecting wipe containers will be available for check-out from the Campus Event Operations and Support office. Arrangements for higher capacity hand sanitizer stations may be made with Facility Services through the Campus Event Operations and Support office.
 - ii. Discuss with venue and vendors to determine if there are stationary hand sanitizing options.
- e. Shared Objects
 - i. Discourage sharing of items that are difficult to clean or disinfect.
 - ii. Ensure adequate supplies to minimize sharing of high touch materials to the extent possible, i.e. pens, screens, microphones, podiums, slide advancers.
 - iii. When sharing cannot be avoided, provide sanitizing wipes for items, and additional hand sanitizer for the participants who share objects.
- f. Physical Guides

- i. Provide physical guides, such as stickers or tape, on the floor and signs on the wall to guide distancing in lines at registration tables, buffets, etc. Consider one way routes for entrances and exits.
- ii. To enforce capacity and monitor entry/exit areas, Safety Greeters need to be identified (see B.a.ii.)
- iii. University approved floor clings and directional signage will be available for check-out from the Campus Event Operations and Support office.

g. Staffing Issues

- i. The party responsible for staffing the event should establish contingency plans for if a staff member becomes ill before or during the event. Maintaining adequate staffing is crucial for the safe and smooth operation of the event but staff should not feel compelled to work if they are symptomatic. Establishing systems of shared knowledge and alternate staff options should be standard practice for all events.
- ii. Supplemental student event staff will be available through Campus Event Operations and Support to provide additional event support at a standard charge-out rate of \$15/hour.

h. Training for Staff

The training module can be accessed by logging into Blackboard Learn and selecting "Safe Return to Campus" under the "Courses" tab.

B. Space and Venue

a. Size and Capacity

- i. Indoor and outdoor venue or room capacity must allow for proper safety precautions and physical distancing. Room layouts and furniture will help determine those capacities. E/M/G planner to work with selected venue on capacity numbers.
 - 1. Modified layouts should be considered. When possible have chairs/tables facing in the same direction rather than facing each other.
 - a. Contact Student Unions and Activities for assistance with space modifications, i.e. movement of furniture, <https://in.nau.edu/unions-and-student-activities/>
 - 2. Layout should promote appropriate physical distancing of 6ft between guests and presenters.
 - 3. Outdoor space should be considered when appropriate.
 - 4. The Campus Event Operations and Support Office will serve as the liaison to review updated venue capacities. The staff will work with staff in Space Management, Fire Life and Safety and other campus personnel to make final determinations about exception requests for specific venue spaces. Staff will use the parameters for space as defined above to assist venue managers in determining their updated capacity maximums.
- ii. Safety Greeter/Monitor
 - 1. To enforce capacity, a safety greeter should be identified to monitor and count guests within the E/M/G and to provide verbal instructions on safety recommendations and hand out masks as needed.
 - 2. This role may be assigned to existing event staff or participants in the case of a small E/M/G. For larger E/M/G, at least one designated staff

person without (or few) other responsibilities at the event is required. In the event of multiple entry/exit points, adjust as needed.

- iii. Campus Event Operations and Support will create a document to provide guidance and explain expectations of the Safety Greeter/Monitor role. Supplemental student event staff will be available through Campus Event Operations and Support to provide additional event support at a standard charge-out rate of \$15/hour.
 - iv. Staggered Scheduling
 - 1. Consider assigned staggered arrival and departure times to limit lines at registration areas.
 - v. Registration/Check In
 - 1. Consider multiple areas for registration/check in areas for larger events.
- b. Pre-and Post-cleaning for on-campus events.
- i. Guidelines provided by Campus Operations should be followed for disinfecting. Supplies and training will be provided by Facility Services.
 - ii. If venue is not able to accomplish cleaning procedures in accordance with guidelines, contact Facility Services to schedule; costs may be incurred.
 - iii. Campus Event Operations and Support will serve as the liaison to ensure proper cleaning standards are included in the pre-planning of the event. The Campus Event Operations and Support office will submit work orders to the custodial team and communicated via the CAPCOT calendar. Outside groups will be bill through EMS invoicing and pass-through TMA charges as needed.
 - iv. Those responsible for the scheduling of rooms/venues are required to ensure adequate time between meetings for cleaning.
- c. Security Considerations
- i. E/M/G Planner should designate a staff person to be responsible for responding to COVID-19 concerns – all staff involved in the E/M/G should know who this is and how to contact them prior to, during and post event.
 - ii. Determine security needs on a case by case basis. If you typically involve security, continue to do so.
- d. External Venue
- i. Any external venue must meet CDC guidelines as a minimum for events held off campus and be able to provide NAU E/M/G planner with documentation of their policies. The venue is responsible for enforcing their policies. NAU guidelines should also be considered when determining the selection of an external venue.
 - 1. Evaluate venue cancellation and refund policies.

C. Food Service

- a. NAU Campus/HCCC

- i. Work with your point of contact for current phasing status and follow guidance provided by vendor. Ensure you understand their policies in order to communicate those to staff and attendees.
 - ii. Campus Event Operations and Support staff will continue to coordinate with NAU Campus Catering staff to include relevant messaging and signage in information packets. The staff will provide coordination for all catered events across campus to ensure that all events are accounted for within the EMS system for informational/reporting purposes.
 - b. External
 - i. Any external food service provider must meet CDC guidelines as a minimum for events held off campus and be able to provide NAU E/M/G planner with documentation of their policies. The venue is responsible for enforcing their policies. NAU guidelines should be considered when determining the selection of an external venue.

D. Attendees & Vendors

Understand as a planner, you can control the planning, but not the moment. The planner/venue may not know which groups are together (family units), nor can you control the activities of the guests. We CAN provide the information and appropriate spacing.

- a. Pre-registration for all events, meetings, and gatherings is strongly recommended and should include email and/or phone contact information for all registered attendees.
- b. If attendees would like a reasonable accommodation or are a member of a high risk group and would like to explore virtual options for attendance, they should contact the event planner.
- c. Vendors
 - i. Request company protocols and ensure they meet CDC/state guidelines.
 - ii. See procurement/contractual section.
- d. Reasonable Accommodation
 - i. Equity and access taken into consideration for individuals who may not be able to or choose not to attend an event in person.
 1. Virtual or hybrid/streaming event.
 2. Consider recording events for later viewing.
 3. Assess closed captioning options for any digital platforms.
- e. Refund Policy
 - i. For events that have a registration fee or ticket, a robust and easy refund policy is required for people unable to attend. Work with your appropriate ticketing/registration partner to ensure a touch-free process.
- f. Attendee Segmentation
 - i. With smaller event sizes, consider the makeup of your audience. Limit in person invitations to people that truly need to be there.
 1. Target audience should compose most of your attendance.
 2. NAU Administrators and staff should be invited sparingly if not part of the target audience.
- g. Non-registered attendees – anyone who attends an event without pre-registering or attends an event that does not have a formal registration process.
 - i. Accommodate these guests to the best of your ability while ensuring that capacity and other guidelines are met. Ask that these guests review the posted event signage regarding COVID-19 guidelines.

- ii. Recommended to have event registration/ticketing and attendee tracking for ease of capacity decisions.
- iii. Campus Event Operations and Support staff will provide recommendations and support for event planners regarding questions around attendees and external vendors.

E. Procurement and Contractual

- a. All contracts and agreements need to be routed through NAU Contracts <https://nau.edu/university-policy-library/purchasing/> well in advance of the event for review, negotiation, and appropriate signature. Contact your contract administrator for specific questions.
 - i. If you are hosting a virtual/hybrid event, work with your contract administrator to ensure contractual language permits for multiple delivery methods based on your needs.
- b. Work with NAU Contracts on requirements of external renters for venue use purposes, including communications and adherence to NAU guidelines.
- c. Campus Event Operations and Support will serve as the liaison for contracts related to events.

F. Legal & Risk Management

- a. Assumption of Risk
 - i. If you currently use a waiver for participation in an E/M/G, continue to do so. The current Assumption of Risk form can be found here <https://in.nau.edu/wp-content/uploads/sites/2/2020/06/Assumption-of-Risk-Events-Fillable.pdf>.
- b. Duty to Inform
 - i. The duty to inform is guided by Campus Health, who will defer to public health authorities. It will never be E/M/G planner responsibility to inform attendees of exposure—if E/M/G planner receives a report of a positive test, etc., then please call Campus Health Director, currently Julie Ryan immediately, then inform Chief Human Resource Officer, currently Josh Mackey. Any planner may not otherwise disclose any personal information which might be learned regarding an event attendee.
 - 1. Cooperate with any requests for attendee lists and vendor information if needed by Campus Health.
- c. Liability
 - i. Do not promise more than you can deliver. We do not guarantee safety, however we can put things in place to encourage it.
 - ii. Deliver what you promise. Do what you commit to, and if you cannot, explain why and offer an adequate substitute or accommodation.
 - iii. Make plans and assemble resources for handling attendees who become ill, to reduce their impact on those around them.
 - iv. Encourage safe behavior. In addition to whatever protective measures are required or encouraged on campus, encouraging safe behavior at all times will help reduce the incidence and spread of disease

G. Communications

- a. Pre-event

- i. This statement needs to be included on all pre-event communications: ***NAU has taken enhanced health and safety measures that apply to all students, staff, faculty, vendors, and visitors. All individuals must follow all University directives and policies, including but not limited to policies regarding wellness checks, physical distancing, use of face coverings, and enhanced hygiene, as well as all posted instructions while on the mountain campus or at any other facility or property owned or operated by NAU. While NAU is committed to the safety of everyone on campus, it is impossible for NAU to eliminate the risk of exposure to COVID-19 while on campus or other University property. As such, there is inherent risk of exposure to COVID-19 while on campus just as there is in any other public setting. By entering campus or any other facility owned or operated by NAU, you acknowledge and voluntarily assume all risks related to COVID-19.***
- ii. Include messages about behaviors that prevent the spread of COVID-19 when communicating with attendees via email, social media, etc.
 - 1. Face masks are required. Staying home when sick. Covering coughs and sneezes with a tissue or elbow. Washing hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol. Take temperature prior to leaving home, if any question about a fever, stay home.
- b. During Event (posters, flyers, handouts)
 - i. Post signs in highly visible locations (i.e. entrances, restrooms) that promote protective measures and describe how to stop the spread of germs. Such signage can be accessed at <https://nau.edu/jacks-are-back/covid-19-signage/>
 - 1. Face masks are required. Maintain physical distancing of 6 feet. Covering coughs and sneezes with a tissue or elbow. Washing hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
 - ii. Verbal reminders promoting guidelines should be announced if the event format allows.

H. Emergencies

- a. Follow standard Emergency Management protocols for Fire, Life, Safety. For any specific questions, contact the appropriate area.
- b. As of 6/29 protocols for lay person emergencies can be found here https://www.nsc.org/Portals/0/Documents/NSCDocuments_Advocacy/Safety%20at%20Work/covid-19/FA-tech-bulletin041320.pdf?ver=2020-04-16-115339-340