



Safer at Home

COMMUNITY ARTS & MUSIC EDUCATION

COVID-19 REOPENING GUIDANCE

GOVERNOR'S ECONOMIC REOPENING TASKFORCE



Safeguarding Guidance:

1. Review and follow the [Universal Guidelines](#) for All New Hampshire Employers and Employees.
2. Review and follow the NH Performing Arts Venue guidance.
3. Organizations that have retail operations should review and follow the NH [Retail](#) guidance.
4. Review and follow CDC [guidance for businesses and employers](#).
5. Review and follow CDC [guidance for cleaning and disinfection](#).
6. All staff should wear cloth face coverings when in the facility, when in public locations, shared staff areas (e.g. break rooms), and when interacting with clients (e.g., teaching) when social distancing is difficult to maintain:
 - a. Provide training on face coverings based on CDC guidance for [Use of Cloth Face Coverings](#).
 - b. People wearing face coverings must not touch their eyes, noses, mouths, or faces, or adjust their face coverings without first sanitizing their hands. After touching faces or adjusting face coverings, their hands must be sanitized.
7. Customers should wear face coverings when entering and exiting the facility, waiting in lines, transiting to/from the arts education room or the restrooms, and when around other staff and guests when social distancing is difficult to maintain. Face coverings are not required when seated and in an appropriately physically distanced space, but they are still encouraged.
8. Alcohol-based hand sanitizer must be made readily available and must be placed throughout the facility, including at entryways to the facility, outside of rooms, in hallways, and at exits. Hand sanitizer must also be provided in non-public settings such as work areas, offices, and break areas.
9. Commonly touched surfaces, work areas, restrooms, and public areas should be frequently cleaned and disinfected according to [CDC guidance](#), including at a minimum of every 2 hours and at the end of each shift.
10. Staff and customers should maintain a distance of at least 6 feet from others at all times. Processes should be built into arts education operations that promote and maintain physical distancing of at least 6 feet between staff and customers.
11. Assign dedicated staff (i.e., a safety officer) to monitor and ensure compliance with social distancing, hand hygiene, cloth face covering use, and other protective actions.

Employee and Volunteer Guidance:

1. It is recommended that employees who can work remotely should be encouraged to do so.
2. Employees must be provided with education and training around safe practices as they relate to physical distancing, use of cloth face coverings, hand hygiene, sanitation (cleaning and disinfection policies), and illness policies outlined in the



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[Universal Guidance](#), [the Performing Arts Venue guidance](#), and this guidance document.

3. Employees, contractors, and vendors must be screened (questioned about) symptoms and risk factors for COVID-19 before each shift as outlined in the Universal Guidelines and the [COVID-19 employee travel, screening, and exclusion guidance](#). Staff with any symptoms or identified risk factors shall not be allowed to work.
4. Employers shall require all employees, contractors, and vendors to report any symptoms of COVID-19 or close contact to a person with COVID-19 to a supervisor.
5. Employees must work at least 6 feet apart at all times and must maintain at least 6 feet of distance with customers.
6. Shared equipment shall be cleaned and disinfected after each use.
7. Employees should frequently practice hand hygiene throughout the day, including upon arrival at the facility, before and after going to the bathroom, before and after touching their facemask or face covering, before and after eating, before and after teaching, prior to leaving the facility for the day.

Consumer and Student Protection:

1. All facilities should have a communication plan to educate customers and students prior to their visits about the health and safety practices at the facility and what the customers need to be aware of when they arrive. Such communication plans shall include, but not be limited to, online methods (e.g., website, social media sites), email, other electronic communication, such as reservations or confirmations, and print mailings to the customers.
2. Customers shall be asked the following questions at check-in (verbally or by asking customer to review provided information/questions and attest that answers are “no”):
 - a. Have you been in close contact with someone who is suspected or confirmed to have had COVID-19 in the last 14 days? (**NOTE:** Healthcare workers caring for COVID-19 patients while wearing appropriate personal protective equipment should answer “no” to this question)
 - b. Have you had a fever or felt feverish in the last 72 hours?
 - c. Are you experiencing any respiratory symptoms, including a runny nose, sore throat, cough, or difficulty breathing?
 - d. Are you experiencing any new muscle aches, significant tiredness, or chills?
 - e. Have you had any new changes in your sense of taste or smell?
 - f. Have you traveled in the past 14 days either:
 3. Internationally (outside the U.S.),
 4. By cruise ship, or
 5. Domestically (within the U.S.) outside of NH, VT, or ME on public transportation (e.g., bus, train, plane, etc.)?



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- a. Customers shall be told: If you answered “yes” to any of these questions, please do not put our employees and other customers at risk and come back another day when you feel better.
6. Signage must additionally be prominently posted at the entrance informing customers about [symptoms of COVID-19](#) and customers should be asked to:
 - a. Remain home if experiencing symptoms of COVID-19 (list common symptoms of COVID-19); and
 - b. Keep a safe distance of at least 6 feet from other people visiting the facility at all times; and
 - c. Practice frequent hand hygiene/washing; and
 - d. Wear cloth face coverings over their mouths and noses to protect others when in public locations where social distancing may be difficult to maintain.

Business Process Adaptations

1. Arts education centers that have performances and/or exhibitions should follow Performing Arts and/or [Museum](#) Guidelines.
2. To create equity for those who will not access in-person programming, online/virtual programming should be continued when possible.
3. Individual one-on-one education classes are recommended and preferred.
4. Maximum class size must be limited to 50% of maximum room capacity, or the number of people where at least 6 feet of physical distancing is able to be consistently maintained between people (8-10 feet of space is required if singing or wind instrument playing is involved), whichever number is lower.
5. Classes or practices involving singing or wind instruments should continue to take place remotely whenever possible, or outdoors as an alternative, with people spaced at least 8-10 feet apart, due to the potential increased risk of COVID-19 transmission involved with these activities. Any indoor group sessions should be limited to the fewest number of people possible, spaced at least 8-10 feet apart.
6. Performers playing an instrument that releases spit/saliva must collect those secretions on an individual cloth, preferably with a disposable plastic barrier between the cloth and the floor, that is discarded by the performer at the end of the event. Saliva may not be deposited on the floor. After handling the cloth, performers must sanitize their hands through either washing or use of hand sanitizer.
7. No close contact (within 6 feet) or physical contact should occur during educational sessions.
8. Organizations that have the flexibility to teach, rehearse, and/or perform in outdoor spaces are encouraged to do so, following all appropriate guidance.
9. Facilities should evaluate their building ventilation system to increase room and overall building ventilation, increase the number of air exchanges, increase outdoor air ventilation, limit internal air circulation, and improve central air filtration. Ventilation systems' filters must be routinely replaced and other necessary maintenance should be performed as needed. CDC guidance should be reviewed and used in evaluating building ventilation.



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10. Cloth face coverings must continue to be used during classes when possible and social distancing is difficult to maintain.
11. Alcohol-based hand sanitizer must be made readily available, and customers should be asked to practice hand hygiene upon arrival to the facility and to the classroom.
12. Staggered scheduling of classes and staggered arrival times are encouraged in order to prevent congregating of customers, as well as use of videoconferencing.
13. Seated waiting areas should not be used if possible. If they are needed, then waiting areas must be arranged so that people are at least 6 feet apart from others. Parents/guardians should be asked to wait outside or in their vehicles, when possible.
14. Centers should consider a drop-off/pick-up and check-in/out system that discourages group gathering near the doors or in the waiting areas.
15. Congregating in the lobby and waiting lines should be avoided or minimized. All areas that create waiting lines must have clear demarcations that space customers at least 6 feet apart.
16. Separate and clearly designated entrances and exits should be established to facilitate physical distancing between arriving/exiting customers and to establish a one-way flow through the facility.
17. Customers waiting in lines and while transiting to/from the classroom and to/from the restrooms must wear cloth face coverings over their noses and mouths.
18. Where possible, move to advance reservations and cashless based transactions. No paper receipts should be provided.
19. Physical barriers (e.g., plastic or Plexiglas shields) should be placed at point of sale locations. Where practical, offer touch-free payment options at all point of sale locations. Use plastic shields or barriers between customers and staff at service counters.
20. Seating, high touch areas, and any equipment used must be cleaned and disinfected between each session.
21. In common areas (e.g., the lobby and restrooms), frequent cleaning and disinfection of commonly touched surfaces should be performed every 2 hours at a minimum, including door handles, faucets, counters, and other common touch points.
22. Restrooms should be monitored and routinely cleaned. Soap dispensers must be regularly filled.
23. Clean and disinfect all front-of-house surfaces including door handles, screens, phones, pens, keyboards, and other areas of hand contact every two hours, at a minimum.

