

Little Rock

CONVENTION &
VISITORS BUREAU

Effective February 26, 2021:

Arkansas continues to operate under a statewide mask mandate for all persons over the age of 10 when a distance of six feet or more cannot be maintained. Taking into consideration all current COVID-19 related guidelines for large gatherings the following rules have been established for LRCVB managed facilities. These rules and regulations are necessary due to the recent changes handed down by the Governor which moves all former mandates to guidelines set and enforced by the venues. These guidelines will be re-evaluated every 30-days.

Guidelines for LRCVB managed facilities Related to COVID-19

March 2, 2021

The Little Rock Convention & Visitors Bureau (LRCVB) operates the following public facilities: Statehouse Convention Center, Robinson Center, First Security Amphitheater, Ottenheimer Market Hall, and multiple downtown parking facilities. The health and wellbeing of our guests and patrons is of the utmost importance to LRCVB.

Providing a safe environment for our clients, visitors, attendees and staff is our top priority. Our team is committed to upholding the highest standards of cleanliness throughout our facilities. Considering the dramatic changes to public health guidance due to the COVID-19 pandemic, we have updated or enhanced many of our cleaning and safety protocols to help ensure the safety and security of everyone who walks through our doors. We will adjust these protocols as new information and local guidelines are enacted.

Requirements for groups:

- Face coverings are required for all persons present, except for children under 10 years of age, who are exempt.
- Venue will operate at up to 66 percent capacity for each individual meeting room and event space.
- Lines or cues for entrance, exit, purchases, or other reasons shall be marked or monitored for maintaining a distance of 6 feet between patrons.
- Signs shall be posted at all entrances advising the public not to enter if:
 - They have fever, cough, shortness of breath, sore throat, or loss of taste or smell.
 - They have had known exposure to someone with COVID-19 in the past 14 days.
- Signs shall be posted at all entrances advising the public that they may wish to refrain from entering if:
 - They are 65 years of age or older.
 - They have underlying health conditions including high blood pressure, chronic lung disease, diabetes, severe obesity, asthma, or weakened immunity.
- Hand sanitizer stations will be available at all entrances and exits.
- The facility, including seating, shall be cleaned and disinfected before and after each use.
- Frequently touched surfaces shall be cleaned periodically during the course of the event.
 - Products with an EPA-approved antibacterial disinfectant will be used for cleaning.
- All public areas will be configured to include wider aisles and orderly queues, where needed. Some walkways may be designated "one way."
- Where possible, public access doors will be designated as either entrance or exit only, to limit cross pedestrian traffic and personal contact.
- Communal areas will be closed or rearranged for social distancing until further notice.
- Turnover time between events shall be lengthened to allow for proper cleaning and sanitization.

Banquets & Classroom Seating:

- Seating must be arranged to maintain a 6-foot aisle between tables.
- 72" Round tables can accommodate up to 6 people per table.
- Classroom seating shall accommodate 1 person per 6' table.
- Household groups may sit together, but 6 feet should be maintained between groups

Theater Seating & Robinson Performance Hall:

- The performers/players/contestants must be separated from the audience by at least 12 feet and must be limited in number to fifty (50) or fewer.
- Household groups may sit together, but 6 feet should be maintained between groups.
- Every other row of seating should be unoccupied to provide for physical distancing.

Additional LRCVB Event Operations & Safety Protocols:

Cleaning Products and Protocols: The facility, including seating, shall be cleaned and disinfected before and after each use. Utilize only cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.

Frequent Contact Surfaces: All frequent contact surfaces shall be cleaned and disinfected on a frequent basis during event hours and following all events. Frequent contact surfaces including, but not limited to, front desk check-in/ticket counters, public water fountains, door handles, public bathrooms, ATMs, stair and escalator handrails, concession counters, elevator call buttons, and common area tables and seating. Employees shall sanitize these areas at least once per hour when events are taking place at the facility.

Restrooms: Frequent and thoroughly disinfected during event hours. Restrooms feature touch-free soap dispensers, sink faucets, toilet fixtures, urinal fixtures, and paper-towel dispensers. The touch-free designs reduce cross-contamination and encourage better hygiene.

Meeting/Event Space: Enhanced cleaning and disinfecting conference room doors, tables, chairs, light switches, registration desks and other equipment after each group use.

Elevators and Escalators: Elevator buttons will be sanitized at least once per hour and no more than 2 guests at a time will be allowed in the elevators. Escalators handrails will be sanitized at least once per hour.

Entry Protocols: Signage shall be posted outside all entry points notifying guests of all distancing requirements and any other modified policies. Hand sanitizer stations will be located throughout each facility in public areas, and at each building entrance. The touch-free stations dispense an alcohol-based disinfectant that meets all CDC recommendations.

Signage: Print and digital signage in public areas, including restrooms, will remind guests of important hygiene measures and physical distancing. Additional signage with information that includes communicating COVID-19 symptoms, guidance to local public health resources in case testing or treatment is needed; materials describing good health practices to protect themselves and others; communications encouraging others to stay home if they are sick and stay home until they are well, and information outlining all First Aid locations shall be placed at each facility entrance.

Protocol for Event Setups: Seating capacities and floor plans will be reviewed on an event by event basis to ensure appropriate physical distancing that follows these guidelines (in coordination with Catering & Banquets). Signage shall be posted outside of meetings and events reminding guests of appropriate physical distancing guidelines.

Engineering: Control and optimize fresh air flow and building pressurization through HVAC enhanced filtration systems. This will offer the cleanest internal air possible and positive pressurization throughout the facilities.

Security: A clear bag policy shall be implemented until further notice. New protocols for magnetometers shall be implemented; example: patrons without a clear bag shall hold keys and cellphones overhead as they walk through.

Ticketing: Tickets shall be scanned immediately following each security check point to eliminate lines at each performance hall entrance.

Hearing Impaired System at the Robinson Performance Hall: Will not be available for use during the initial phase and/or patrons must provide their own earphones in order to use the device.

Additional Helpful Information:

Arkansas Department of Health

They can be reached at (800) 803-7847. Also, regular updates can be found here:

www.healthy.arkansas.gov/programs-services/topics/novel-coronavirus

Centers for Disease Control (CDC)

Regular updates can be found at:

www.cdc.gov/coronavirus/2019-ncov/