

PUBLIC HEALTH REOPENING PROTOCOL MOVIE THEATERS

Recent Updates: (Changes are highlighted in yellow)

4/20/2021:

- Movie theaters may operate private screening rooms, but face masks must be worn at all times.
- Revised protocols for cleaning to at least daily, instead of hourly.

Indoor movie theaters may reopen at 50% capacity per auditorium, based on applicable Building or Fire Codes, or 200 individuals per auditorium, whichever is fewer. Parties are limited to individuals from the same household, and assigned seating is required. Actual capacity may be less than 50% or 200 individuals to comply with the physical distancing requirement that each household is seated a minimum of 6 feet in all directions from others.

Private screening rooms may also operate, but masks must be worn at all times by staff and guests. Private screening rooms with a food facility permit may provide food or concessions, in adherence with the modifications required by this protocol. No indoor live entertainment is permitted.

PROTECTING CUSTOMERS AND STAFF FROM COVID-19

In the midst of the COVID-19 pandemic, businesses must take steps to reduce the risk of an outbreak occurring among patrons and staff. Depending on the situation, public notification of an exposure to COVID-19 may be required. Help ensure staff are enrolled in health insurance and have an established relationship with a primary care doctor prior to reopening. Staff can call 211 for information on health insurance and primary care physicians.

- **Operators are required to make an immediate report to the Pasadena Public Health Department any time a visitor or staff member with COVID-19 (confirmed by a lab test or physician diagnosis) was at the establishment while sick or up to 48 hours before showing symptoms or receiving a positive test (if asymptomatic).** Establishment operators must email nursing@cityofpasadena.net or call (626) 744-6089 and provide all information requested by the Health Department. The operator is expected to provide or ensure testing for all staff that have had a possible exposure and must follow the US Centers for Disease Control and Prevention (CDC) [guidance](#) for cleaning and disinfecting the facility. Testing resources can be found through the staff member's physician, and also at <https://www.cityofpasadena.net/covid-19/> and <https://covid19.lacounty.gov/>.
- **Educate staff to contact their supervisor if a staff member or visitor is feeling sick.** The supervisor should send the ill staff member home immediately, taking care to maintain that person's privacy and observing physical distancing. If the person cannot leave the premises right away, utilize a safe, designated space for isolation (6 feet or more away from others). If the illness is work-related, the employer should facilitate appropriate care for the staff member, the

worker's compensation process, leave time, and California Occupational Safety and Health Administration (OSHA) record keeping.

- **Work with the Pasadena Public Health Department to investigate any COVID-19 illness.** Prepare customer and personnel records, facility floor plans, and shift/attendance logs to provide information as quickly as possible to the Health Department, including accurate contact information (phone, address, email) of all customers and staff who were in contact within 6 feet of the infectious person for a cumulative 15 minutes or more in a 24-hour period, and other individuals as specified by the Health Department. Implement measures recommended by the Health Department.

Key Practices



COVER YOUR COUGH WITH YOUR ELBOW OR TISSUE (THEN DISPOSE AND WASH YOUR HANDS)



STAY HOME IF YOU ARE SICK



PRACTICE PHYSICAL DISTANCING OF 6 FEET OR MORE



WASH YOUR HANDS WITH SOAP AND WATER FOR 20 SECONDS, FREQUENTLY



COVER NOSE AND MOUTH WITH A HIGH QUALITY MASK



PERFORM DAILY HEALTH SCREENINGS

Steps to Reopen

- ✓ Complete and implement the Public Health Reopening Protocol Checklist.
- ✓ Provide a copy of the Public Health Reopening Protocol to each staff member and conduct education.
- ✓ Post a copy of Public Health Reopening Protocol in a conspicuous location that is visible to staff and customers and post to your website.

Helpful Contact Information

- If you have questions, or if you observe a violation, you can request information or submit a complaint through the Citizen Service Center. Call 626-744-7311 or visit <https://www.cityofpasadena.net/CSC>.
- Additional resources, including a printable COVID-19 Business Toolkit Signage, is available at <https://www.cityofpasadena.net/covid-19/#info-for-businesses>.

PUBLIC HEALTH REOPENING PROTOCOL CHECKLIST

MOVIE THEATERS

REDUCING RISK OF COVID-19 TRANSMISSION

Movie theater operators must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is inapplicable to the site. All policies described in this checklist, other than those related to terms of employment, are applicable to delivery staff and other third party companies on the premises. Designate one individual to be in charge of planning and implementation of all items. Submission of Protocol to a City Department is not required unless explicitly requested.

PERSON RESPONSIBLE FOR IMPLEMENTING PROTOCOLS	
Movie Theater Name:	
Person in Charge:	
Title:	
Phone Number:	Date:
Indoor Occupancy: (per Building or Fire Code)	Indoor Occupancy at 50%: (not to exceed 50% or 200 individuals per auditorium)

ADDITIONAL PROTOCOLS IN ORDER TO REOPEN (if applicable)

Additional protocols relevant to operations must also be followed:
<https://www.cityofpasadena.net/covid-19/#guidance-faq-protocols>

- Office Workspace – Public Health Reopening Protocol
- Restaurants, Bars and Breweries – Public Health Reopening Protocol
- Retail – Public Health Reopening Protocol
- Music, TV and Film Production – Public Health Reopening Protocol

MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Services that are critical to customers and guests have been prioritized.
- Transactions or services that can be offered remotely have been moved online.
- Measures are instituted to assure access to goods and services for customers and guests who have mobility limitations and/or are at high risk in public spaces

EXTERNAL COMMUNICATION

- Post signage reminding customers to maintain a distance of at least 6 feet at all times. If helpful, post diagrams or maps of how people should flow through the site.
- Post signage instructing customers to wear a face mask at all times, and to remain at home if experiencing any symptoms including fever of 100°F or above, cough, shortness of breath or difficulty breathing, fatigue, sore throat, chills, headache, muscle or body aches, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea. Consult the CDC website for the most current list of COVID-19 [symptoms](#).
- Provide an on-screen announcement prior to the screening to reinforce customer awareness of the requirements related to physical distancing and masking.
- Communicate the establishment's new protocols by posting information on your website and social media pages regarding new protocols, including physical distancing measures and the use of face masks.
- Post a copy of all pages of this completed Protocol in a conspicuous location that is easily visible to employees, customers, and the public.
- Provide copies of the completed Protocol to all employees.

INTERNAL COMMUNICATION, TRAINING AND RECORDS

- Provide training to employees on all sections of the Protocol including:
 - Information on [COVID-19](#).
 - How to identify [symptoms](#) of COVID-19 and how to self-screen and conduct symptom checks.
 - The importance of not coming to work if they are experiencing symptoms of COVID-19, or if someone they live with has been diagnosed with COVID-19.
 - Proper use and care of face masks ([CDC guidance on masks](#)).
 - Physical distancing measures, sanitization, and handwashing.
 - Safety protocols for use of disinfecting solutions.
 - Information on employer or government sponsored leave benefits the employee may be entitled to receive that would provide financial support to stay at home while ill. Provide additional information on [government programs](#) supporting sick leave and workers' compensation for COVID-19, including employee's sick leave rights under the [Families First Coronavirus Response Act](#), the employee's rights to workers' compensation benefits, and presumption of the work relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).
- Maintain records of each employee's schedule and work area or assignment.
- Consider posting signs for the national distress hotline: 1-800-985-5990, or text TalkWithUs to 66746.

GENERAL OPERATIONS

- Customer groups are limited to individuals from the same household, and are seated a minimum of 6 feet in all directions from other households.
- Utilize reservation-ticketing systems and pre-assigned seating.
- Customers must remain in their vehicle until their reservation time, and are instructed to arrive and leave in a single group.

- Limit or stagger movie times to prevent overcrowding between shows.
- Do not host receptions, banquets, events, or any gathering.
- Eliminate reusable customer items such as 3D glasses.
- Consider disposable or washable seat covers in theaters, particularly on porous surfaces that are difficult to properly clean, and discard and replace seat covers between uses.
- Remove board games, books, toys, arcade games, and vending machines. Close entertainment areas such as arcades, indoor play areas, and pool tables.
- Prop doors and gates open where possible and applicable to reduce touching of handles, consistent with the California Retail Food Code, fire codes and accessibility standards.

Tickets and Transactions

- Provide no-contact methods of payment.
 - For counter transactions, utilize a customer-facing credit card terminal, or instruct customers to place cash or card on the counter rather than directly onto the employee's hand. Provide the credit card receipt or change using the same process. Ask customers if they would like to use their own pen to sign. Disinfect the counter, credit card terminal, check presenter, and shared pen after each use.
 - Employees must avoid touching their face when handling credit cards and cash.
 - Offer any transactions or services that can be handled remotely online.
- Paper tickets, electronic tickets, and receipts may be accepted by a staff person who is in a booth, wearing a face mask and disposable gloves, and protected by an appropriate barrier, or by a staff person in open air, wearing a face mask and disposable gloves, and protected by an impermeable barrier.

Concessions

- Concessions may be sold and consumed in compliance with the Pasadena Protocol for [Restaurants, Bars and Breweries](#). Customers must be reminded that eating and drinking is only permitted in a designated dining area or while seated in their reserved seats in the theater, at a 6-foot distance from those who are not members of their household. Eating or drinking anywhere else while in the establishment or on the grounds of the establishment is prohibited.
- Offer electronic pre-ordering, electronic payment, and assigned times for pick-up, if feasible.
- Customers ordering or picking-up in person must be provided visual cues for physical distancing while approaching and waiting in line.
- Patrons waiting for items may not congregate at the concession area. If necessary, instruct customers to wait elsewhere and return when their order is ready for pick-up.
- Limit the number of individuals picking up concessions to 1 or 2 adults only, if possible. No child under 12 is allowed to visit the concession area alone.
- Close self-service stations such as soda fountains. Remove all self-serve straws, utensils, condiments, cups, lids, water pitchers, and napkins.

PROTECTION OF EMPLOYEE HEALTH

Health Screening

- Conduct daily symptom checks (fever of 100°F or above, cough, shortness of breath or difficulty breathing, fatigue, sore throat, chills, headache, muscle or body aches, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea) before or upon arrival. The screening prior to arrival must include asking if the employee has had contact with a person known to be infected with COVID-19 in the last 14 days, and whether the individual is currently under isolation or quarantine orders. Consult the CDC website for the most current list of COVID-19 [symptoms](#).
- Send employees home immediately if they arrive sick or become sick during the day. Encourage sick employees to contact their medical provider. Employees who need information on health insurance or providers can call 211.
- Notify employees that they are not to come to work if sick or if they are exposed to a person who has COVID-19. Employees who are [fully vaccinated](#) for COVID-19 (2 or more weeks after a 2-dose vaccine series OR 2 or more weeks after a single dose vaccine) do not need to quarantine after exposure to someone with COVID-19 if asymptomatic, and may come to work if asymptomatic. The local Health Officer Order requires everyone to self-isolate when sick with COVID-19. It also requires individuals to self-quarantine for 10 days from last contact with someone with COVID-19, unless fully vaccinated. Anyone who is a close contact with someone with COVID-19 must check for symptoms for 14 days regardless of vaccination status. The employee must isolate from others immediately if symptoms develop within 14 days of exposure. Quarantine must be maintained for 10 days, even if test results are negative (no virus detected).
- Require a sick employee to stay home for at least 10 days, or until 24 hours after fever and symptoms resolve (without use of fever-reducing medications), whichever is longer.
- Review and modify workplace leave policies to ensure employees are not penalized when they stay home due to illness.
- Institute a plan in the event that one or more employees is diagnosed (by a physician or lab test) with COVID-19. The plan should include immediate isolation of the employee at home and self-quarantine of everyone that came into contact (within 6 feet for a cumulative total of 15 minutes or more over a 24-hour period, regardless of whether a mask was worn) with the ill employee, except fully vaccinated individuals who are asymptomatic. The plan should also include options for all employees identified as contacts to be tested for COVID-19 with an FDA-approved PCR test (not a blood test) if they are not fully vaccinated. However, contacts must still maintain quarantine for 10 days, even with a negative test, if they are not fully vaccinated.
- Screen customers for symptoms upon arrival, ask customers whether they are currently under isolation or quarantine orders, and ask them to use hand sanitizer and to wear a face mask.

Scheduling Employees

- Limit the number of employees who are on-site to the minimum number necessary, and institute alternate or staggered shift schedules to maximize physical distancing.

- Allow employees who can carry out their work duties from home to continue to work from home, especially those at higher risk (65 or older or with underlying medical conditions). Reconfigure work processes to the extent possible.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing.
- Provide time for employees to implement cleaning practices during their shift. Cleaning should be assigned during working hours as part of the employees' job duties. Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.

Face Masks*

- Provide, at no cost, a 2-or more layer cloth face mask and/or disposable masks for all employees who have contact with the public or other employees, and instruct employees to wear a clean (washed daily), face mask over the nose and mouth at all times during the workday. Employees who have been instructed by their medical provider that they should not wear a face mask should wear a face shield with a drape on the bottom edge, to be in compliance with [State directives](#), as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves may not be used. Face masks are optional when alone in a room or private office.
- [Double masking](#), as described by the CDC, can increase protection if it improves the seal and filtration, so one option is wearing a multi-layer disposable mask with a multi-layer, well-fitting cloth mask that pulls the edges of a disposable mask against the face.
- Require customers wear face masks at all times, including when in the lobby and seated in the auditorium, except customers may remove their face mask to eat or drink once they are seated, but should put their face mask back on as soon as they finish eating.
- Prohibit employees from eating or drinking anywhere inside the workplace other than designated break areas (staying at least 6 feet apart) to ensure face masks are worn consistently and correctly.

** Individuals with chronic respiratory conditions, or other medical conditions that make use of a face mask hazardous are exempted from this requirement. Children under age 2 years should not wear a face mask. Refer to the [CDC guidance on masks](#) for additional information on use and care of the face mask.*

Hand Hygiene

- Provide access to handwashing sinks stocked with soap, paper towels, and hands-free trash receptacles.
- Allow employees time during their shift to wash their hands frequently.
- Provide hand sanitizer effective against COVID-19 (at least 60% alcohol) in multiple locations in customer areas, and also in employee areas where a hand sink is not available. Hand sanitizer, tissues, and trashcans must be made available to the public at or near the entrance.

Gloves and Protective Equipment

- Provide disposable gloves for employees who use cleaners and disinfectants, handle commonly touched items, and provide temperature screenings.

Restrooms

- Restrooms normally open to customers must remain open.
- Place trashcan near the door if the door cannot be opened without touching the handle, so restroom users may use a paper towel to cover the doorknob. Maintain compliance with accessibility standards and fire code.
- Clean and disinfect restrooms at least once per day or as often as determined is necessary using EPA approved disinfectants and following the manufacturer's instructions for use.
- Designate an employee to ensure restrooms stay operational and stocked at all times.

PHYSICAL DISTANCING

Physical distancing must be observed and enforced by the establishment.

- Indoor movie theaters may reopen at 25% capacity per auditorium, based on applicable Building or Fire Codes, or 100 individuals per auditorium, whichever is fewer.
- Seat each household a minimum of 6 feet in all directions (side to side and front to back) from others. This may result in a capacity of less than 25%. Reconfigure, close, or remove seats to ensure 6 feet is provided between households. This may require seating every other row or blocking off or removing seats in a "checkerboard" style (use each row but make sure no one is directly behind other patrons) so that distances are maintained in all directions.
- Install protective, impermeable barriers at ticket sales, ticket taker, and concession counters.
- Establish directional entry and exit into auditoriums, if possible. Assign an employee to manage the flow of customers during peak times.
- Reconfigure customer waiting areas and lines, office spaces, workstations, breakrooms, etc., to allow for at least 6 feet of physical distancing between individuals. Implement measures to physically separate individuals using physical partitions or visual cues (e.g., floor markings or signs) to indicate where individuals should stand.
- Require employees not to use handshakes and similar greetings that break physical distance.
- Instruct employees to maintain at least 6 feet of distance from customers and from each other, except employees may momentarily come closer when necessary.
- Where possible, provide outdoor break areas with shade covering and seating, and encourage employees to take breaks alone and away from the establishment.
- Enlist employees as peer educators to reinforce physical distancing and infection control.

Deliveries and Vendors

- Review workflows and make changes if needed to permit physical distancing when receiving deliveries.
- When other parties (truck drivers, delivery agents, vendors) play a role in the workflow, instruct them to wear face masks and to comply with symptom checks and physical distancing.

CLEANING AND DISINFECTION

- Develop a disinfection plan that identifies the surfaces to be disinfected, the frequency, and the person assigned to the task.

- ❑ Use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)](#) list and follow product instructions and Cal/OSHA requirements.
- ❑ Disinfect customer areas (waiting areas, lobbies, entrances and exits) and frequently touched objects and surfaces (counters, credit card machines, coin operated and cash redemption machines, vending machines, handrails, elevator controls, doorknobs or handles, elevator buttons, escalator handrails, ATM pin pads) at least once per day during business hours.
 - Increase cleaning and disinfection for surfaces that are in high traffic areas or for surfaces that are exposed to unmasked individuals.
- ❑ Disinfect workspaces and items that are frequently touched (working surfaces, time clocks, copy machines, keys, cleaning equipment) by employees daily.
- ❑ Provide disinfection supplies in multiple locations readily available to employees.

BUILDING SAFETY

Water Safety

- ❑ Stagnant water in pipes increases the risk for growth and spread of legionella bacteria. When reopening a building, it is important to flush both hot and cold water lines through all pipes and points of use including faucets and showers. Appropriate PPE including an N95 respirator must be worn. Information regarding this process can be found at the [CDC website](#).

Ventilation

- ❑ Within 30 days of reopening, theaters that are selling concession must have the HVAC system evaluated by an HVAC Specialist to ensure it is in good working order, and that to the maximum extent possible, ventilation has been increased.
- ❑ Consider HVAC upgrades to improve air filtration (targeted filter rating of at least MERV 13) and increase fresh air ventilation.
- ❑ Where possible, install portable high-efficiency air cleaners (especially in small, enclosed workspaces such as ticket booths), upgrade the building's air filters, and make other modifications to increase the quantity of outside air and ventilation in all working areas.
- ❑ Consider opening windows, if feasible, safe, and compliant with the California Retail Food Code, the Fire Code and ADA requirements.
- ❑ If fans such as pedestal fans or hard mounted fans are used, take steps to minimize air from fans blowing from one person directly at another.
- ❑ Review and follow the California Department of Public Health's [Interim Guidance for Ventilation, Filtration, and Air Quality in Indoor Environments](#).