



WOW 1.5

The 1.5 metre society is now also a part of WOW. It goes without saying that WOW takes all the necessary measures to minimise the risk of contracting COVID-19. All these measures are in line with RIVM guidelines (see annex 1).

1. Lobby
2. Hostel
3. GGD family care
4. Restaurant
5. Studios
6. Staff
7. Cultural programme
8. Plantage



1. Lobby

WOW has a large lobby which covers a total area of 600 square metres. The lobby is used by hostel guests, family care guests and artists- in- residence.

- Posters with information for visitors about the measures that WOW has taken have been hung immediately inside the main entrance and in the lobby. Visitors are asked to read the rules. Those who fail to do so will be spoken to.
- Upon entering the lobby, visitors are asked to disinfect their hands. A dispenser with an alcohol-based hand sanitiser has been placed near the door.
- At the reception desk, tape has been used on the floor to indicate how people can maintain distance while waiting in line.
- A plexiglass screen has been mounted above the reception desk to protect visitors and staff.
- Contact-free payment is encouraged.
- Posters with instructions about effective hand washing have been hung in the toilets. Sufficient soap (dispensers) and (paper) hand towels are available.
- The lobby is served by two stairways: the stairway to the left is for going upstairs and the stairway on the right is for going downstairs. This is clearly indicated.

- In principle, the lift may only be used when circumstances deem it necessary. Such circumstances include visitors with mobility problems, pushchairs, heavy luggage, and those moving house. In these cases, the use of the lift is confined to one person or one family at a time. Staff at the reception desk are responsible for overseeing this.
- The lobby, stairways, lift (buttons) and toilets are cleaned twice a day, with special attention being given to frequently touched surfaces like doorknobs, handrails, handles and light switches.

2. Hostel

The hostel has 68 rooms for 2, 4, 6 or 8 people.

- Rooms may only be shared by people who are travelling together. WOW therefore only rents out entire rooms not single beds.
- Each room has a private bathroom, either integrated in the room or located in the hallway.
- Minimal use of the lift (see 1. Lobby).
- The stairways, lift (buttons), shared bathrooms and hallways are cleaned twice a day, with special attention being given to frequently touched surfaces like doorknobs, handrails, handles and light switches.
- There is an additional possibility for washing hands in the pantry, where a soap dispenser and paper hand towels are at guests' disposal.
- If a guest presents symptoms, he or she is strongly advised to stay in the room and to contact a doctor. If the symptoms manifest themselves upon arrival, the guest will not be checked in.

3. GGD Amsterdam Family Care

WOW provides temporary shelter to Amsterdam families who, through circumstances, have become homeless. This emergency accommodation is made possible under an agreement with the GGD Amsterdam. Its implementation and supervision is the responsibility of HVO Querido (case manager).

- At the time of moving, each family has an initial interview with a permanent member of WOW's staff. During this interview, the family is informed about the COVID-19 measures. These measures, which families are expected to comply with, are also mentioned in the welcome letter they sign after the initial interview. The WOW staff member who conducted the initial interview and staff at HVO are available to answer any questions they may have.
- The 1.5 metre rule applies to the public areas at WOW (hallways, lobby, restaurant and garden). People are asked not to sit together in large groups (more than one family). WOW staff will speak to people who do not observe the 1.5 metre rule.
- Minimal use of the lift (see 1. Lobby).
- The stairways, the lift (buttons) and hallways are cleaned twice a day, with special attention being given to frequently touched surfaces like doorknobs, handrails, handles and light switches.
- The bathrooms are cleaned daily.
- The rooms are cleaned once a week. Families may not stay in the rooms while they are being cleaned.

- If a family member becomes ill or presents COVID-19 symptoms, HVO's COVID-19 protocol immediately comes into operation. This protocol includes observance of the GGD's home isolation guideline.

4. Restaurant

Meals are provided daily for WOW's guests in the restaurant.

- Tables are placed in such a way to ensure compliance with the 1.5 metre rule. Members of one family can sit together, but well away from other families.
- Breakfast is laid out on the counter. Tongs must be used to pick up food, but only after the guest has disinfected his or her hands. There is an alcohol-based hand sanitiser on the counter.
- Hot meals are served from the counter. One member of each family walks to the counter to collect the meals for the rest of the family.
- Tape has been used on the floor in front of the counter to indicate how people can maintain distance while waiting in line.
- The hours during which the outside kitchen can be used by families (self cooking) have been extended. To ensure that no more than four people are in the kitchen at any one time, there is a roster where people can sign up. Children are not allowed in the kitchen's cooking area. Once cooking has finished, cleaning takes place under the supervision of a WOW staff member.

5. Studios

- Artists-in-residence (live-in artists) are asked to pay special attention to hygiene. WOW provides soap, alcohol-based disinfectant and paper hand towels.
- Minimal use of the lift (see 1. Lobby).
- The hallways, doors and frequently touched surfaces like doorknobs, handrails, handles and light switches on the studio floors are cleaned daily.
- Posters setting out the RIVM guidelines have been hung on the studio floors. These posters clearly state that gatherings are not allowed and that WOW will check for compliance with this.
- If an artist becomes ill (sneezes; suffers from a cold, cough, sore throat, shortness of breath or fever), he or she is strongly advised to consult a doctor and to avoid contact with others.
- The intake of new artists- in- residence is done online (zoom, skype).

6. Staff

- All staff are fully informed about the measures WOW has taken. They can answer any questions guests may have.
- All staff abide by the rules laid down by the RIVM. They pay special attention to hygiene and WOW provides whatever is necessary in this respect (soap, alcohol-based sanitiser and paper hand towels).
- All staff are healthy. If they become ill (sneeze; suffer from a cold, cough, sore throat, shortness of breath or fever), they must stay at home. When they have been symptom-free for 24 hours, they may return to work.

- WOW creates work spaces which make it possible to observe the 1.5 metre distance while working. Whenever possible, staff work from home.
- Cleaners and restaurant staff work in accordance with the RIVM guidelines. They also wear gloves and a mask while working.

7. Cultural programme

WOW organises a cultural programme in collaboration with the artists-in-residence. This multidisciplinary programme covers music, dance, theatre, visual arts and fashion.

- All cultural activities have been suspended until such time as the government declares they may be resumed.

8. The Plantage

WOW has a spacious courtyard with a seating area, kitchen gardens and meeting places (big and small greenhouses).

- The big and small greenhouses can only be used upon prior reservation.
- The RIVM guidelines for social distancing, hygiene and the number of people per gathering apply.

8 May 2020



Government of the Netherlands

Hygiene rules for everyone

We can only take the next step forward
if everyone follows these rules.



Wash your hands frequently.

- Wash your hands before going out, when you return home, after blowing your nose, before eating and after going to the toilet.
- Wash your hands for 20 seconds with soap and water. Dry them thoroughly.



Cough and sneeze into your elbow.



Use paper tissues to blow your nose.

- Discard tissues immediately after use.
- Always wash your hands after blowing your nose.



Don't shake hands.



Keep a distance of 1.5 metres from others.

- This does not apply to people living in one household.
- Keeping two arms lengths away reduces the risk of people spreading the infection.

alleen samen krijgen we
corona onder controle

More information:
rijksoverheid.nl/coronavirus
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