



# **THE PLAYHOUSE**

## **SAFETY GUIDE REGARDING COVID-19**

**April 6, 2021**

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## PREFACE

For over a year, the world has dealt with the COVID-19 Pandemic. Every business and government organization made choices on how and when to operate, balancing their values and missions while keeping their employees and patrons safe. After six months of operations, we have found several of our processes worked according to plans. We've had no record of someone able to trace a contact on our premises. Our few notifications of possible infections from our casts were either false reports or the individual was not in the theatre while contagious.

This Safety Guide contains the most current guidelines that we will follow as we strive to keep each employee, volunteer, and guest safe and healthy. The Playhouse remains committed to monitoring the current recommendations, guidelines, and restrictions; as such, this safety guide is subject to change based on local, state, and federal regulations and recommendations.

There remains an inherent risk of exposure to COVID-19 in any public place where people are present. COVID-19 is still an extremely contagious disease that can lead to severe illness and death. By entering The Playhouse's facilities, employees and guests voluntarily assume all risks related to exposure to COVID-19

Our mission is to *change lives by entertaining, enriching, and engaging the people of our community through producing high-quality theatrical presentations, avocational experiences, and life-long educational opportunities*. By following this guideline, we will meet our mission in a safe and responsible way as we work to protect our employees and guests from inadvertent exposure.

In this safety guide, the use of the term "employees" refers to 1099 contractors and W2 employees. With regards to Playhouse employees: Please note that neither this plan, nor any other plan or policy of The Playhouse, constitutes a contract of employment or creates any specific contractual right or obligation between The Playhouse and its employees or any individual employee. The Playhouse must be able to respond flexibly to changing circumstances as they arise, and for this reason, this plan does not promise specific treatment in specific situations. The guidelines contained in this plan are subject to changes and exceptions without prior notice, at The Playhouse's discretion. All decisions regarding the application or interpretation of this plan are also at The Playhouse's discretion.

## UPDATES TO SEPTEMBER 28, 2020 GUIDE

1. Regardless of status of an individual's vaccination, The Playhouse requires that masks will be worn **AT ALL TIMES** while in the building. Exceptions are limited to private offices with no visitors, on stage during a rehearsal or performance, or while eating and/or drinking.
2. Restrooms will no longer be restricted. All restrooms are open for use by everyone. Restrooms will be wiped down before the public arrives and as soon as the show starts to provide a level of cleanliness.
3. Travel restrictions are limited to outside the United States. There are no travel restrictions within the country.
4. Stairwells are managed to allow for the greatest social distance. One direction at a time, only.
5. Concessions have been altered to better reflect operations. A single stand with limited concessions are available.
6. Guidelines responding to a suspected case of COVID-19 among the cast or crew of a production.

# GENERAL COVID-19 POLICIES

## GENERAL EMPLOYEE PRACTICES

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All employees are required to put the following guidelines into practice, both while at work and encouraged in their day-to-day lives:

- **HAND WASHING.** When available, employees will wash their hands with soap and water for at least 20 seconds. When this is not an option, employees will use sanitizer containing at least 60% ethanol or 70% isopropanol. Employees should also wash their hands at the beginning and end of each shift and break, after using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, or drinking.
- **SOCIAL DISTANCING.** Whenever possible, employees should leave at least 6 feet between them and the person closest to them. When this is not possible due to the task being performed, employees should limit close proximity to the same personnel day-to-day to create a “work group.”
- **FACE COVERINGS.** Employees shall wear physical respiratory protection, such as cloth face masks, whenever possible. When handling face coverings employees should observe the following:
  - Wash your hands before putting on a face covering.
  - Put the same side against your face each time to avoid wearing the “contaminated side” against your nose and mouth.
  - Remove your face covering using the straps to avoid touching the part that protects your face.
  - Wash face coverings frequently (preferably after each use).
- **OTHER PRACTICES.** Employees should avoid touching their face, especially their eyes, nose, and mouth, whenever possible. Microphones, headphones, and other personal equipment should be cleaned and sanitized before and after each use. Employees should also cover their cough or sneeze with a tissue, or elbow/shoulder if no tissue is available, followed by thorough hand washing or hand-sanitizer. It should be common practice to avoid close contact with people who are sick (COVID-19 or not), stay home when sick, and clean/disinfect frequently touched surfaces and objects.

## TESTING & SCREENING POLICIES

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All employees may be subject to the following:

- **BUILDING ACCESS SCREENINGS.** Upon arrival at the theatre or rehearsal space each day, each employee will be subject to a routine temperature check using a touchless or minimal touch thermometer which will be sanitized between each use. If employees test for a temperature of 100.4F or higher, they may request a second screening. If after a second screening has been completed with a temperature of 100.4F or higher, the employee will be sent home, and not allowed to return except as set forth below. All employees must have a temperature below 100.4F and be wearing a mask to be granted access into the theatre or rehearsal space. Employees may also be asked the following questions upon their arrival:
  - In the last 14 days, have you come in contact with any person who has been diagnosed with COVID-19?

- Have you travelled out of the country?
- Have you come in contact with someone who has recently travelled outside the country?
- Have you experienced persistent coughing, difficulty breathing, or a fever of greater than 100.4F within the last 24 hours?
- **COVID-19 TESTING.** The Playhouse will not generally require a completed COVID-19 test result before beginning work, but The Playhouse reserves the right to test any employee for COVID-19.

## **PRACTICES FOR SICK EMPLOYEES**

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Employees must stay home from work if they have symptoms of acute respiratory illness consistent with COVID-19, including fever, cough, chills, sudden loss of taste or smell, muscle pain, headache, loss of appetite, nausea, vomiting and diarrhea, sore throat, or shortness of breath.

- **QUARANTINE POLICY.** If any one or more of the following occurrences is true of any employee, they will be immediately be excluded from The Playhouse premises and work environments and should self-quarantine immediately:
  - The employee tests positive for COVID-19.
  - The employee learns that the employee has been in close contact with someone who has tested positive for COVID-19. Close contact is defined as less than 6' away for more than 15 continuous minutes.
  - The employee has been asked to self-quarantine by any hospital, health agency, or medical professional.
- **SYMPTOMATIC EMPLOYEES.** If an employee exhibits symptoms of acute respiratory illness upon arrival to work or becomes sick during the workday, they must separate themselves from volunteers, guests, and other employees and go home immediately.
- **DOCUMENTATION.** If symptoms occur on site, the supervisor should document the circumstances of the employee's illness and workday to help with contact tracing, as applicable.
- **CONTACT WITH SYMPTOMATIC INDIVIDUALS.** Anyone who has been in close contact with a person (defined as closer than 6' and for more than 15 minutes in a 24-hour period) known to have had the virus, or whose family or friends show signs of exposure, should stay home and closely monitor themselves for potential COVID-19 symptoms.
- **RETURNING TO WORK.** Employees with any symptoms of acute respiratory illness associated with COVID-19 or who have experienced one of the occurrences listed above in "Quarantine Policy" may return to work only if the employee provides reliable proof that a physician has determined that they should be released from quarantine or need not be quarantined and may return to work.

## RESPONDING TO CONFIRMED CASES OF COVID-19

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In the event that an employee is confirmed to be currently infected with COVID-19, the following actions will be taken:

- Determine what areas of the venue were visited, used, or impacted by the infected employee. Employees need to be removed from the area until an enhanced sanitization has taken place at the location.
- Assess whether the employee's role put them within 6 feet of volunteers, guests or other employees. Assess whether the employee's duties create specific transmission risks such as food handling, ticket checking, quick changes, etc.
- Notify the 'impacted employees' that they may have had contact with an infected coworker (without identifying such person for privacy reasons) and encourage them to monitor their health for any symptoms and if symptoms appear they should contact a medical professional and/or test for COVID-19.
- Any employee who tests positive for COVID-19 should remain in home isolation until the employee provides reliable proof that a physician has determined that they should be released from quarantine or need not be quarantined and may return to work.
- During home isolation, the affected employee *may* work remotely to the extent possible but will not be expected to do so. Please note that The Playhouse may allow remote work for a temporary period due to the extraordinary situation in the workplace caused by the coronavirus. An employee might not be able to perform all essential functions during this temporary period while working remotely.
- Impacted employees who have been in close contact with a person who tests positive for COVID-19, should go home and contact their physician regarding getting tested.

## SANITIZATION

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- **SANITIZING HIGH-TOUCH AREAS.** High-touch areas around the theatre and rehearsal spaces will be cleaned on a regular basis. Seats in John Viars Theatre are sanitized by fog, after every performance.
- **CLEANING AND DISINFECTING.** Cleaning removes dirt and impurities from surfaces and objects and may lower germ counts by removing them, not killing them. Disinfecting reduces and kills germs on surfaces and objects. Because disinfecting does not necessarily clean the surface, cleaning and disinfecting are both essential.
  - **Technique.** Clean areas and surfaces by using water and soap or cleaning solution to remove dirt and impurities. Disinfecting areas requires using materials effective against COVID-19.
    - **Special Materials.** Follow the Manufacturer's Instructions for sanitization of technical and production materials such as microphones.
  - **Gloves/Disposal.** While sanitizing, it may be recommended to wear gloves and an apron/coveralls as a personal protection. Place gloves and other disposable items used for cleaning and disinfecting in a bag that can be tied and disposed.

## **OPEN PHONE POLICY**

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Should any employee have any concerns or suggestions regarding conditions related to COVID-19, or if they require any reasonable accommodation or leave related to COVID-19, including leave for qualifying COVID-19 related reasons under the Family First Coronavirus Response Act, they are encouraged to contact the executive director.

## **EDUCATION POLICIES**

Under the direction of the education director and executive director, education staff shall oversee the implementation and adherence to all guidelines to promote a safe classroom environment.

### **GENERAL CLASSROOM PRACTICES**

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All students will abide by the policies addressed in Section 1: General COVID-19 Policies. Any student or teacher who has a temperature above 100.4F or symptoms of COVID-19 will not be permitted into classroom spaces. All students, assistants and teachers must observe all practices listed in 'General Employee Practices' in section 1, while in classroom spaces.

- **ARRIVAL AND DISMISSAL** Parents are asked to drop off and pick up students at their designated entrance. This will allow us to keep building traffic to a minimum and restrict hallway mixing. A teacher or other Playhouse staff will greet each child outside of their assigned entrance to the building. Students will have their temperature taken by Playhouse staff, using a no-touch or limited touch thermometer that is sanitized between uses.
  - Students are asked to arrive no earlier than 10 minutes before the start of class. Those who arrive earlier than 10 minutes prior are asked to wait in their vehicles, outside the building.
- **ENTRANCE.** Only students registered for a given class will be permitted to enter the building. No additional family members or friends may enter the building, use restrooms, etc.
- **HAND WASHING.** Students and teachers will be required to wash or sanitize their hands upon arrival to the theatre, as well as wash or sanitize their hands during each break.
- **FACE COVERINGS.** All students, teachers and education staff must wear physical respiratory protection, such as a cloth face mask. There may be performance classes in which, after receiving approval from education staff, students may remove their masks to properly run the scene that is rehearsing but must immediately replace their mask after the scene has completed.

To keep classes separate, each class will be assigned a classroom space, which will include a designated entrance and restroom space, should classes overlap.



## CLASSROOM SANITIZATION

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The classroom space will be frequently sanitized in accordance to the guidelines in Section 1. Tasks will include but are not limited to:

- daily disinfection of all hard surfaces,
- sanitization of high-touch areas.

Each student will have their own classroom kit containing necessary supplies. They will be exclusively used by that student during classtime. This kit may contain, but is not limited to, markers, crayons, scissors, glue sticks and pencils. Other materials may be distributed or made available to students as needed.

Should it be deemed necessary, The Playhouse reserves the right to convert to virtual classes, with no price change, at any point in the session.

## REHEARSAL & STAGING POLICIES

### GENERAL REHEARSAL PRACTICES

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All volunteers will abide by the policies addressed in Section 1: General COVID-19 Policies. Any volunteer who has a temperature above 100.4F or symptoms of COVID-19 will not be permitted into rehearsal spaces. All volunteers must observe all practices listed in 'General Employee Practices' in section 1, while in rehearsal spaces.

- **HAND WASHING.** Volunteers will be required to wash or sanitize their hands upon arrival to the rehearsal hall or theatre and before they leave, as well as wash or sanitize their hands during each break.
- **FACE COVERINGS.** Volunteers should wear physical respiratory protection, such as cloth face masks or face shields, whenever possible. After receiving approval from stage management, volunteers may remove their masks to properly run the scene that is rehearsing but must immediately replace their mask after the scene has completed.

To keep productions separate, each production will be assigned a rehearsal space, which will include a separate entrance and a separate restroom space. Volunteers working on a specific production will be assigned specific spaces and should remain in those areas of the building only, until the production moves to the stage.

No one will be allowed in a rehearsal room unless they are in the scene or invited by the director, stage manager, or artistic director.

### STAGING

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The following policy will be in effect regarding staging while in rehearsal:

- Only actors scheduled for a given rehearsal will be permitted to enter the rehearsal room.
- Actors are asked to arrive no earlier than 10 minutes before their call. Those who arrive earlier than 10 minutes prior could be asked to wait in their vehicles, outside the building, or the lobby area maintaining appropriate distances.
- Seats will be assigned to each actor for day-to-day use in the rehearsal room.

## **REHEARSAL SPACE SANITIZATION**

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The rehearsal space will be frequently sanitized in accordance to the guidelines in Section 1. Cleaning tasks include but are not limited to:

- daily disinfection of rehearsal props and office supplies,
- daily washing or sanitization of props, rehearsal skirts, and other fabric items
- sanitization of high-touch areas.

## **BACKSTAGE AND RUN OF SHOW POLICIES**

Under the direction of the executive director, production staff shall oversee the implementation and adherence to all guidelines in all production departments and daily operations to promote a safe work environment.

## **GENERAL RUN OF SHOW POLICIES**

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- All current local, state, and federal COVID-19 guidelines and restrictions should be observed by all employees at all times. The Playhouse's safety guidelines will be posted on our website, on call boards, and other areas around the building. Personal copies will be provided upon request.
- Upon arriving at the theatre each day, a production staff member will sign each volunteer in, may take their temperature, and verify that each person has a mask. Social distancing should be observed in the entrance area for the performance space.
- All volunteers will be required to wash their hands with soap and water or sanitize their hands when they arrive at the theatre, before the show, at intermission, and after the show, as well as sanitize their hands frequently
- All volunteers must wear a face covering at all times inside the building.
- During performances, performers will remain masked until they are about to enter for a scene.
  - The mask may be removed during the scene and then replaced once the performer is offstage.
  - Upon request by the cast or if the situation warrants, masks may be used onstage during the performance. At that time, masks will be designed and built to accommodate the needs of the performance and the performer.
  - The determination of what productions will be masked will be made by the Artistic Director
- During public relations moments, masks will be worn until just before the pictures are taken, then masks may be removed.
- Shared items between actors should be sanitized between performances/uses.
- Social distancing should be observed in all backstage areas, where and when possible.
- While in backstage areas, all personnel should attempt to interact only with those associated with their assigned show tracks.
- Backstage traffic patterns will remain consistent. Tracks will be set in a way to minimize exposure.

- Hand sanitizing stations will be positioned backstage as well as multiple places throughout the building.
- Volunteers will wipe down restroom surfaces after use.
- Only performing cast and volunteers assigned to the production will be allowed backstage.
- Until further notice, for the health and safety of our volunteers, The Playhouse will not provide meals between performances or during tech.

## **ACTORS**

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- All actors will adhere to the general run of show policies as outlined above.
- When possible, actors will be spaced to allow ample room between each other in dressing rooms.
- Each actor's station will be sanitized at the end of each performance day or anytime there is a switch between actors.
- Each actor is responsible for returning their props to their designated areas, unless stage management approves a hand off to a crew member.
- Actors are to use their assigned restroom.
- Actors only will be permitted to obtain/return their own microphones.

## **STAGE CREW (TECHNICIANS)**

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- All stage crew will adhere to the general run of show policies as outlined above.
- Each track should be consistent throughout the run, including which set a technician moves and the maneuver points that are used. Maneuver points should be sanitized between performances.
- Props should be sanitized daily. Some props will need to be sanitized during the show if the prop is used between multiple actors.
- Each actor is responsible for returning their props to their designated areas, unless stage management approves a hand off to a crew member.
- Stage Crew may be asked to assist in sanitizing and cleaning the house and backstage areas between performances.

## **COSTUME DEPARTMENT**

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- All dressers will adhere to the general run of show policies as outlined above.
- Hands should be washed or sanitized between each quick change.
- Where possible, all costume changes should be spaced 6 feet apart.
- Dressing spaces backstage will be cleaned and sanitized between each performance.
- There will be designated locations backstage for actors and dressers to wait for their next entrance/costume change. Please observe social distancing in these areas.
- Dressers should limit entry into dressing rooms as much as possible while actors are occupying the room. Presets should be complete, when possible, before actor call time.

## **LIGHTING DEPARTMENT**

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- All lighting crew will adhere to the general run of show policies as outlined above.
- Follow spot and light board operators are asked to sanitize their hands between uses of their equipment. Each follow spot, lighting console and other high-touch

surfaces should be sanitized and/or disinfected after each operator has completed their shift.

- Follow spot operators may be asked to assist in sanitizing and cleaning the house and backstage areas between performances.

## **SOUND DEPARTMENT**

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- All sound crew will adhere to the general run of show policies as outlined above.
- All microphones will be sanitized before each cast's first performance of the day while inserting the batteries.
- Whenever possible, a technician who services a microphone must attempt to avoid doing so while it is being worn by the actor. If the actor is unable to remove their microphone, the technician should wear gloves and a face covering to service the microphone. The gloves should be discarded afterward, and hands washed or sanitized.
- Each microphone and microphone cubby should be sanitized after each cast's last performance.
- Actors only will be permitted to obtain/return their own microphone.

## **ADDITIONAL OPERATIONAL GUIDELINES**

### **SCENIC SHOP**

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**SHOP OPERATION.** Social distancing will be observed within the shop. Face masks will be worn when possible in the shop. Hand washing and sanitizing should occur throughout the day. No shop personnel should come into contact with actors, unless designated.

### **COSTUMING**

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**FITTINGS.** Fittings will occur one show at a time with a maximum of 2 fittings being performed in the same room at the same time. Limited personnel will be allowed in each fitting. All personnel must wash their hands before the fitting begins and wear a mask at all times, unless it interferes with fitting a facial piece. Each dressing booth should be sanitized between fittings.

**SHOP OPERATION.** Social distancing will be observed within the shop. Face masks will be worn when possible in the shop. Hand washing and sanitizing should occur throughout the day. No shop personnel should come into contact with actors, unless designated. Workstations will be sanitized at the end of each workday.

## **RESPONDING TO POTENTIAL CASE OF COVID-19 IN A CAST**

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Volunteers, either performers, backstage technicians or guest services must stay home if they have symptoms of acute respiratory illness consistent with COVID-19, including fever, cough, chills, sudden loss of taste or smell, muscle pain, headache, loss of appetite, nausea, vomiting and diarrhea, sore throat, or shortness of breath. Please report symptoms to the stage manager, artistic director or executive director immediately.

- **QUARANTINE POLICY.** If any one or more of the following occurrences is true of any volunteer, they will be immediately excluded from The Playhouse premises and work environments and should self-quarantine at once:
  - The volunteer tests positive for COVID-19.
  - The volunteer learns that they have been in close contact with someone who has tested positive for COVID-19. Close contact is defined as less than 6' away for more than 15 continuous minutes, masked or unmasked.
  - The volunteer has been asked to self-quarantine by any hospital, health agency, or medical professional.
  
- **SYMPTOMATIC VOLUNTEERS.** If a volunteer exhibits symptoms of acute respiratory illness upon arrival to rehearsal or performance or becomes sick during the rehearsal or performance they must separate themselves and go home, immediately. See RETURNING TO THE PLAYHOUSE for next steps.
  
- **CONTACT WITH SYMPTOMATIC INDIVIDUALS.** Anyone who has been in close contact with a person known to have had the virus, or whose family or friends show signs of exposure, must stay home. See RETURNING TO THE PLAYHOUSE for next steps.
  
- **RETURNING TO THE PLAYHOUSE.** Volunteers with any symptoms of acute respiratory illness associated with COVID-19 or who have experienced one of the occurrences listed above in “Quarantine Policy” or have had contact with a symptomatic individual may return to The Playhouse only if
  - The volunteer provides reliable proof that a physician has determined that they should be released from quarantine or need not be quarantined.
  - A negative test qualifies after the appropriate quarantine period.
  - If there is the possibility of a “False Positive” than two negative tests at least 24 hours apart qualify.
  
- **FIRST ACTION**

Upon notification that a performer, backstage technician, or guest services volunteer has or has been potentially exposed to COVID-19 the following actions will be taken:

  - Determine what areas of the venue were visited, used, or impacted by the infected individual based on the last time the volunteer was inside The Playhouse.
    - Provide a deep cleaning of the area
    - Deep cleaning of all costumes and props potentially affected by the individual.
  - Assess whether the volunteer's role put them within 6 feet of anyone else in the building.
  - Notify those potentially impacted that they may have had contact with an infected individual (without identifying such person for privacy reasons) and encourage them to monitor their health for any symptoms and if symptoms appear they should contact a medical professional and/or test for COVID-19.
    - Impacted volunteers and employees who have been in close contact with a person who tests positive for COVID-19, should go home and contact their physician regarding getting tested.

## REHEARSALS

Rehearsals can continue

- If there has been an appropriate amount of time since the individual came in contact with others and no other individuals report any symptoms or everyone has tested negative for COVID-19.
- Only the artistic director and the executive director have the authority to determine if the infected cast member will be replaced.
- Whenever possible, the infected cast member may Zoom during rehearsals to collect notes, blocking and other business.
- Whenever possible, the rehearsal scheduled will be altered to accommodate the quarantine schedule of the infected individual.

## PERFORMANCES

Upon notification that an individual may have contacted COVID-19

- The artistic director and executive director, together, will determine if the performance can continue.
  - The artistic director and executive director, together, will determine how long the production is on hiatus, based a number of factors including cast exposure risk, cast availability, number of performances remaining, if a recording available, etc.
  - The highest priority for The Playhouse is keeping everyone involved safe, which includes the infected individuals, fellow company members, audience and staff.
- The performance may continue if,
  - The individual has had two negative tests at least 24 hours apart.
  - There has been an appropriate quarantine period after exposure, symptoms or positive test. The timeline for these are subject to adjustment by government guidelines.
  - There is a minimal chance that anyone else in the cast has been infected.
  - There is an appropriate understudy available.
    - Understudies are approved by artistic director and/or executive director only.
- The performance will be cancelled if
  - There is not enough time for a quarantine period before the next performance.
  - More than one individual has the potential to be in close contact with the infected person.
  - There is no understudy available
  - There is no possibility of keeping our volunteers and audiences safe.

If a performance is cancelled the following notifications will take place

- The ticket office will notify by email all individuals affected by the cancellation.
  - If no email is available than phone calls will be made.
- The director of marketing will make a post on social media to announce the cancelled performance.

- The artistic director will notify the cast, crew, and director of the cancelled performance.
- The house manager will notify the volunteer ushers of the cancelled performance.
- The executive director will handle all calls by the media with regards to the cancelled performance.

## **ADMINISTRATIVE VOLUNTEER GUIDELINES**

All volunteers will abide by the policies addressed in Section 1: General COVID-19 Policies. Any volunteer who has a temperature above 100.4F or symptoms of COVID-19 will not be permitted into the building. All volunteers must observe all practices listed in 'General Employee Practices' in section 1, while in rehearsal spaces.

- **HAND WASHING.** Volunteers will be required to wash or sanitize their hands upon arrival to the theatre and before they leave, as well as wash or sanitize their hands during each break.
- **FACE COVERINGS.** Volunteers must wear physical respiratory protection, such as cloth face masks or face shields, whenever possible

Administrative Volunteers are asked to remain in the specific areas of the building required to work on a project.

Hand washing should occur throughout the day

Social distancing will be practiced at all times where possible.

## **GUEST SERVICE POLICIES**

### **GUESTS**

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- Guests are required to wear face coverings, such as masks or face shields, and socially distance between groups and parties as much as possible while on the premises.
- Temperature of guests will be taken at the wrist when entering the building.
- Guests and/or family members of actors/technicians will not be allowed backstage or other restricted areas for any reason.
- Hand sanitizing stations will be located throughout the lobbies for public use.
- Guests will be encouraged to make purchases with a credit or debit card, allowing the guest to swipe or insert their own card as needed.
- If guests find they are having symptoms of COVID-19 such as a temperature of 100.4F or higher or other symptoms, either before or during a performance, they are asked to leave and exchange their tickets for a later performance. Exchanges and refunds can be handled the next time the ticket office is open, even if it is after the performance.
- All guests who attend productions at The Playhouse will have reservations with contact information retained in the ticket office to facilitate contact tracing if necessary.
- Programs will be accessed digitally.

### **TICKET OFFICE**

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- Plexiglass will be installed at each ticket office window between ticket office personnel and guests, with a space at the bottom to pass tickets and payment. Face coverings will also be worn by personnel.
- Employees are to take necessary breaks to wash or sanitize their hands.
- The Playhouse ticket exchange policy has been modified to allow guests to exchange tickets for a different performance up to performance time if experiencing any symptoms of illness or if they learn they have been in contact with someone who has been diagnosed with COVID-19.

### **SEATING**

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Seating will be assigned the day of the performance based on reservations counts and group division. For purposes of this handbook, groups will be defined as 2 or more.

- Reservations are general seating only.
- Seating assignments will be made by a senior Playhouse staff member.
- Seating will be assigned by date of reservation from center of the theatre outward.
- Seating will be assigned to insure social distancing within the theatre space.
- Seat requests will be reviewed but not guaranteed to be honored.
- Seating requests due to mobility issues and hearing and/or sight impairment will be honored as we are able.
- Seat assignments will be printed on a form for the ticket reviewer to maintain.
- When guests arrive and are ready to enter the theatre, the ticket reviewer will verbally share the seat assignment with the guest and the seating usher.
- Nothing physical should be passed between the ticket reviewer and guest.



- Seating will begin approximately 40 minutes before the performance. Mic check and other pre-show activities can take place until 30 minutes before the performance.

## **CONCESSIONS**

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- Concessions are available in the upper lobby.
- Concessions are reduced to items that can be sold in individual pre-packaged formats.
- There are no pouring of drinks or refilling of cups allowed at the concession stand.
- Concessions are available pre-show only.

## **RESTROOMS**

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Restrooms will be controlled and managed to reduce potential for spread of disease.

- Where possible, restrooms include touchless flushing handles, water, soap dispensers, and towel dispensers.
- Restrooms upstairs and downstairs are open for better crowd management.

## **STAIRS & ELEVATORS**

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The use of stairwells and elevators will be managed to maintain appropriate social distancing

- Stairwells will be managed to reduce social distances.
- The elevator will be for one person or one family or one “seating” group at a time.
  - The buttons will be sanitized after each use.

## **LOBBIES**

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Lobbies will be managed to guide appropriate distancing between guests

- Seating in the lobbies will be reduced with significant distance between chairs.
- Tables in the lobbies will be reduced with significant distance between.
- After the guests have entered the theatre, tables will be sanitized.

## **PRESHOW TALK**

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- Preshow talk for each performance will begin 30 minutes before curtain and be held in the theatre.
- Lighting for the preshow talk will be 50% of entrance lighting, bright enough for the audience to continue seating.
- The preshow talk presenter will have a microphone to be heard.
- The main screen and primary projector will be utilized for visual content.
- Preshow talk will last 15 minutes to allow final business and the screen to be taken away.

## **INTERMISSION**

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There will be no intermission at this time to reduce congregating and lines.

## **GUEST SERVICES VOLUNTEERS**

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All guest services volunteers will abide by the policies addressed in Section 1: General COVID-19 Policies. As a reminder: any volunteer who has a temperature above 100.4F or symptoms of COVID-19 will not be permitted into Playhouse facilities. All volunteers must observe all practices listed in 'General Employee Practices' in section 1, while in Playhouse facilities.

### **General Policies**

- Gloves are to be worn at all times while seating or interacting with guests.
- Face coverings (masks or face shields) will be worn while in the building.
- Ushers may be asked to clean and disinfect high touch surfaces in all audience accessible spaces including the lobbies, theatres, hallways, entrances, restrooms, and other locations.

### **Usher Tasks**

- Lobbies (2): Monitor traffic for stairwells and elevator
- Concessions (1): Sell concessions in lobby
- Ticket Reviewer (1): Identify audience member and inform them of their seat assignment
- Seating Usher (2): Escort audience to seats
- Greeters (2): At each entrance to take temperature check, confirm masks are worn and help audience find their way. Masks will be distributed to those who don't have them.