



THE PHOENIX THEATRE COMPANY |

RE-OPENING GUIDE

Updated October 27, 2020



THE PHOENIX THEATRE COMPANY
RE-OPENING GUIDE
TABLE OF CONTENTS

I.	Executive Message	3
II.	Communications Plan	4
III.	Coordination with Health Agencies	6
IV.	Parking Lots	7
V.	Box Office/Will Call	8
VI.	Temperature Screening	9
VII.	Traffic Movement	11
VIII.	Seating	12
IX.	Retail Store	13
X.	Food and Beverage	14
XI.	Cast and Crew	15
XII.	Cleaning/Disinfecting	20
XIII.	Front of House Staff/Volunteers	23
XIV.	Building Infrastructure	26
XV.	Employee Readiness	27
XVI.	Marketing	30
XVII.	Appendix: Seating Plan	31

THE PHOENIX THEATRE COMPANY

RE-OPENING GUIDE

I. EXECUTIVE MESSAGE

A Message from the Managing Director

On March 15, 2020, The Phoenix Theatre Company voluntarily closed its three indoor stages and shut down production in order to protect staff, artists and the public from COVID-19 transmission.

In an effort to partially reopen our season while remaining maximally protective of public health, The Phoenix Theatre Company is prepared to open a fully socially distanced outdoor live stage under the stars. The Central United Methodist Church, our neighbor immediately to the north, has a large courtyard that offers the possibility of staging our theatre productions in a spacious outdoor setting. At 30% of its 800+ capacity, the courtyard will allow for generous social distancing.

We see this as comparable to outdoor dining at Phoenix restaurants, which reopened to the public on May 11 and remain open now. We plan to go even further than restaurants have for the sake of public safety. We will screen the temperatures of all staff, artists and guests at every performance, strictly enforce social distancing, require the use of face coverings except when actively eating/drinking, and deliver prepackaged food and beverage service tableside to eliminate lines. We will not offer intermissions, which significantly reduces restroom waits. Our Re-Opening Guide demonstrates our commitment to meeting and exceeding the mitigation requirements recommended by the CDC and contained in ADHS' *COVID-19 Guidance for Businesses*.

Live performances have the power to uplift and inspire, to create empathy as well as understanding of perspectives contrary to our own. In a world where people are more isolated and socially distanced than ever before, our citizens need live performances as an outlet more than ever. Maybe you can remember a time when an outstanding performance uplifted your own spirit and made an impact on your life. Our non-profit mission is to bring relief by illuminating our community and bringing joy and happiness to the forefront even if only for two hours. We believe we can do that and keep the public safe.

Vincent VanVleet
Managing Director



II. COMMUNICATIONS PLAN

Purpose

Develop a robust communication strategy and schedule that regularly informs all parties, including but not limited to, employees, patrons, clients, vendors, artists, and volunteers of new measures being taken at the facility to protect their wellness and safety as well as properly set expectations for what the new experience will be. Ensure all COVID-19 related policies and procedures are thoroughly communicated across all marketing channels to reach patrons, partners and employees and assure that their safety in returning to the facility is of the utmost importance. It is imperative to educate patrons on what to expect when returning to the facility and what precautions they should expect to take.

Recommended Procedures

1. Main point of contact: Vince Malouf, Director of Marketing and Communications
2. Develop and distribute patron-facing communications regarding COVID-19 protocols.
 - Ensure documentation of verbal or written confirmation of patron agreement with primary protocols (temperature screening, mask wearing, social distancing) when purchasing tickets through Box Office, include information about our flexible refund policy to encourage them to stay home if they or a member of their party is ill.
 - Ensure written confirmation of patron agreement with primary protocols when purchasing tickets online, include information about our flexible refund policy to encourage them to stay home if they or a member of their party is ill.
 - In order to reduce lines at the box office, we will require e-tickets, delivered through email. Only patrons without smart phones will be issued printed tickets, which must be picked up at Will Call at the outdoor venue.
 - Develop email confirming ticket purchase and outlining COVID-19 protocols, including enhanced cleaning and disinfection procedures, how to properly wear masks, temperature screening, social distancing, health signs of COVID-19 that would indicate they should stay home, and noting our flexible refund policy.
 - Produce a video outlining new COVID-19 protocols, including enhanced cleaning and disinfection procedures, how to properly wear masks, temperature screening, social distancing, health signs of COVID-19 that would indicate they should stay home, and noting our flexible refund policy – to be included with confirmation of ticket purchase.
 - Produce a video supporting proper mask wearing, social distancing, covering sneezes and coughs, hand washing and exit etiquette (following usher instructions to maintain social distancing) – to be played pre-show at the venue.
 - Create a script reminding patrons that masks are required to be worn over the nose and mouth, and to maintain 6' of social distance at all times, to be read over the public address system preshow.

THE PHOENIX THEATRE COMPANY

RE-OPENING GUIDE

- Create signage to support COVID-19 protocols (including large print and braille):
 - ✓ Masks required (showing proper positioning over nose and mouth)
 - ✓ Maintain social distancing of at least 6 feet
 - ✓ Wash hands 20 seconds with soap
 - ✓ Social distance markers
 - ✓ Entrance and exit signage
 - ✓ Temperature screening checkpoint locations
- 3. Develop and distribute staff-facing communications regarding COVID-19 protocols.
 - Create an email with information about new protocols including enhanced cleaning and disinfection procedures, how to properly wear masks, mandatory temperature screening, social distancing, health signs of COVID-19 that would indicate they should stay home, and our policies with respect to paid sick leave.
 - Schedule an all-staff zoom meeting to discuss the new protocols.
- 4. Exercise multiple channels of communication to ensure all facets/ demographics of our organization and patrons are engaged.
- 5. Continually tie all messaging back to public health and safety, which is at the core of these efforts.
- 6. Distribute patron surveys via email and social media. Gather patron feedback and suggestions to let them know that the organization values their opinions and advice.
- 7. Ensure all new facility policies and procedures are easily accessible on the facility's website and app.



THE PHOENIX THEATRE COMPANY

RE-OPENING GUIDE

III. COORDINATION WITH HEALTH AGENCIES

Purpose

Ensure strict adherence to recommendations, rules, and regulations from the city, county, and state, Actors Equity, and the Centers for Disease Control (CDC).

Recommended Procedures

1. Primary point of contact: Laurie Lemley, Director of Special Projects
2. Follow all safety recommendations from primary local and national organizations, such as the CDC and Arizona Department of Health Services.
3. Retain a consultant from the health or medical field to advise and provide support for senior management:

The Phoenix Theatre's COVID-19 health advisor is Avein Saaty-Tafoya



Avein Saaty-Tafoya is the president and CEO of her own consulting firm, which focuses on medical and nonprofit administration and cutting-edge health-care design. The Phoenix resident served as president and CEO of Adelante Healthcare, previously known as Clinica Adelante, from 2006 to 2019. During her tenure, Saaty-Tafoya oversaw tremendous growth and the addition of multiple service lines to the health system, which now operates nine primary-care health centers in both urban and rural Maricopa County, treating more than 75,000 patients each year.

Ms. Saaty-Tafoya's career also includes an executive role at Children's Hospital Los Angeles and serving as clinical programs director at both the Ohio Primary Care Association and the Arizona Association of Community Health Centers. She currently serves on the boards of the National Center for Health Design, the Valley of the Sun United Way, Hylands/SHC, and the Flinn Foundation. She is an active member of HATCH Leadership and served as part of the Mask Task Force raising funds for and distributing tens of thousands of masks to address the shortage of PPE among first responders and frontline workers in New York City's most underserved hospitals.

4. Be vigilant in monitoring changes to safety rules and regulations and amend procedures accordingly.

THE PHOENIX THEATRE COMPANY |
RE-OPENING GUIDE |
IV. PARKING LOTS

Purpose

Ensure that patrons and employees are provided an opportunity to safely utilize all facility-operated parking lots with recommended social distancing in place.

Recommended Procedures

1. Primary point of contact: Joel Birch, Director of Operations
2. Ensure that all parking attendants wear appropriate personal protective equipment (PPE), including face masks/shields and gloves, as recommended by prevailing authorities.
3. Provide static signage to promote social distancing and frequent handwashing, and clarify entry requirements (masks, temperature screenings).
4. Our outdoor theatre venue will include two entrances, one from the east parking lot and one from the south lot, to alleviate congestion and facilitate social distancing. Patrons will be directed to the entrances by wayfinding signage in the parking lots.



THE PHOENIX THEATRE COMPANY
RE-OPENING GUIDE |
V. BOX OFFICE/WILL CALL

Purpose

Reduce potential COVID-19 transmission sources and acquaint patrons with our new protocols.

Recommended Procedures

1. Primary point of contact: Elizabeth Caruana, Associate General Manager
2. WHEN BUYING TICKETS ONLINE OR THROUGH THE BOX OFFICE OVER THE PHONE:
 - Patrons will be required to proactively sign or verbally agree to new COVID-19-related protocols at ticket purchase including how to properly wear masks, our new temperature screening process, how to maintain appropriate social distancing (6'), health, signs of COVID-19 that would indicate they should stay home, and explaining our flexible refund policy.
 - In order to reduce lines at the box office, we will require the use of e-tickets, delivered through email. Only patrons without smart phones will be issued printed tickets, which must be picked up at Will Call at the outdoor venue.
3. PRIOR TO ARRIVAL: Patrons will receive an email confirming ticket purchases and reiterating COVID-19 procedures, as well as a video explaining our enhanced cleaning and disinfection protocols and supporting proper mask wearing, social distancing, covering sneezes and coughs, hand washing and exit etiquette (following usher instructions to maintain social distancing).
4. WILL CALL: MASKS WILL BE REQUIRED FOR PATRONS IN LINE, as well as for box office staff. Our box office will include 6' markers on the ground within each line to help patrons socially distance while waiting. Box office staff will wear gloves and regularly sanitize the area, which will also be cleaned and disinfected after every show.
5. A touchless hand sanitizer station will be placed at the box office.
6. Box office staff will disinfect POS equipment that is touched by patrons between each use and disinfect any writing instruments needed for transactions between each use.

THE PHOENIX THEATRE COMPANY
RE-OPENING GUIDE
V. TEMPERATURE SCREENING

Purpose

Ensure a safe and enjoyable patron experience in an outdoor theatre environment by screening patrons for elevated temperatures (staff are screened separately – see “Employee Readiness” section)

Recommended Procedures

1. Primary point of contact: Luis Terrazas, Patron Engagement Manager
2. Patrons must wear masks at all times while in our outdoor stage venue, except when actively eating or drinking, and must maintain social distance of 6' at all times from other patrons, staff and volunteer ushers (we will request that patrons bring their own masks, but paper surgical masks will be provided if they don't).
 - If an individual won't comply, they will be provided a refund and encouraged to watch streamed content.
 - Those with medical conditions that preclude masks will also be asked to leave, with their ticket refunded, and encouraged to watch streamed content (when available).
 - We do not permit children age 2 and under to attend productions, so mask wearing in that age group will not be an issue.
3. All staff and volunteers have a responsibility to consistently manage and enforce our COVID-19 protocols. The House Manager will manage ejections for failure to respect COVID-19 protocols.
 -
4. Temperature screening will be required prior to admission for all patrons (must be less than 100.4 or they will be turned away). Parking lot signage will clearly indicate the closest entrance and alert patrons to the mandatory temperature checkpoints.
 - There will be two entrances to the venue, one from the south parking lot and the other from the east parking lot, with clearly marked lines with 6' distancing for waiting patrons.
 - Ushers will be posted preshow at all exits to prevent patrons from using them to avoid the temperature checkpoints.
 - Trained staff with PPE (masks, gloves) will be stationed at each entrance to take the temperature of all entering patrons, with a second trained staffer posted at each entrance to respond to positive readings by isolating patrons to an indoor cool down area (cool down area available during hot weather only, 100F+).
 - During hot weather (100F+), a separate, indoor cool down area with water will be provided for people flagged as too hot – allowing them to cool down for a few minutes and retake temperature. Masks will be provided and social distancing maintained. A stationed staffer in PPE (mask, gloves) will administer a second reading, take contact information and, if necessary, explain our refund procedures.
 - The cool down area will be physically segregated from other public or private areas,

THE PHOENIX THEATRE COMPANY

RE-OPENING GUIDE

seats will be wiped down by attending staff after every patron, and the area will be thoroughly cleaned and disinfected after every show.

- The CDC states that it does not provide a cutoff for temperature checks, but a large number of organizations currently use 100.4, and it now appears to have become best practice.

THE PHOENIX THEATRE COMPANY
RE-OPENING GUIDE
VI. TRAFFIC MOVEMENT

Purpose

Route patrons through the venue and into its amenities in a manner that allows for social distancing and safety.

Recommended Procedures

1. Primary point of contact: Luis Terrazas, Patron Engagement Manager
2. Just past the temperature screening checkpoints at both entrances, ushers will be stationed to scan paper tickets/phones with etickets. We practice NO TOUCH ticket scanning – ushers will verbally direct patrons in how to hold their own tickets to have them scanned.
3. We will incorporate new social distancing, mask and hygiene requirements into signage, visible at all entries and in high-visibility locations throughout the venue, and ensure wording reserves the facility's right to remove patrons that are in violation of the requirements.
4. Floor placards/decals/signage will be placed at all locations where queuing typically occurs (temperature checkpoints, ticket scanning, restrooms) to ensure social-distancing, mask and hygiene messaging is reiterated, and that specific queue locations are identified.
5. Aisles will be marked as one-way traffic or two-way travel lanes where space allows to ensure proper distancing during ingress, egress and accessing seating.
6. Ushers will be stationed in aisle areas to ensure traffic patterns and lanes are being followed. Usher and employee training will include how to properly and respectfully address patrons that are in violation.
7. Multiple touchless hand sanitizer stations will be available throughout the venue.
8. We intend to offer shows without intermissions to reduce bathroom queues, and if we do offer intermissions, we will accommodate socially distanced bathroom lines by extending the length of the intermission.
9. In order to eliminate lines, all food, beverage and merchandise will be delivered directly to patrons in their seats. Patrons may place orders using QR codes located on seat armrests. Patrons without the ability to scan QR codes may place orders at their seats with masked waitstaff.
10. Ushers will release sections one by one at the end of performances to reduce crowding at exits, using all available exits – messaging will be included in preshow and post-show announcements.

THE PHOENIX THEATRE COMPANY
RE-OPENING GUIDE
VII. SEATING

Purpose

Develop a detailed layout for the seating areas of the facility to ensure proper distance is maintained.

Recommended Procedures

1. Primary point of contact: Luis Terrazas, Patron Engagement Manager
2. The floorplan of our outdoor venue, which was developed in accordance with CDC gridlines for social distancing, represents 30% of its total capacity.
3. Each purchasable seating area will consist of two chairs, providing seating that is at least 6' socially distanced from other seated patrons. If only one patron purchases a seat, The Phoenix Theatre Company will not fill the other seat with an unconnected patron.
4. Aisles will be marked as one-way traffic or two-way travel lanes to allow for proper distancing.
5. Ushers and staff will be deployed throughout the venue to monitor the spacing, ingress, and egress within the seating areas and assist patrons as needed.

SEE APPENDIX FOR SEATING PLAN



THE PHOENIX THEATRE COMPANY
RE-OPENING GUIDE
IX. RETAIL STORE

Purpose

To provide a safe opportunity to conduct retail business while limiting touch points and promoting social distancing with physical barriers and reduced store capacities.

Recommended Procedures

1. Primary point of contact: Luis Terrazas, Patron Engagement Manager
2. We have not yet determined whether we will offer merchandise, but if we do it will be as part of our food and beverage operation, ordered by patrons from their seats.



X. FOOD AND BEVERAGE

Purpose

Offer a safe and socially distanced food and beverage service in an outdoor venue.

Recommended Procedures

1. Primary point of contact: Luis Terrazas, Patron Engagement Manager
2. In order to eliminate lines, all food, beverage and merchandise will be delivered directly to patrons in their seats. Patrons may place orders using QR codes located on seat armrests. Patrons without the ability to scan QR codes may place orders at their seats with masked waitstaff.
3. Waitstaff, bartenders and food service staff will wear masks and gloves at all times.
4. Food and beverages will be sold prepackaged, having been prepared in a kitchen located onsite at The Phoenix Theatre Company facility that complies with all Arizona Department of Health Services regulations.
5. Food and beverage staff will follow these CDC guidelines for COVID-19-related cleaning and disinfection:
 - Food and beverage staff will clean and disinfect frequently touched surfaces (e.g., cash registers, workstations, sink handles) at least daily, or as much as possible and as required by food safety requirements. Shared objects (e.g., payment terminals, tables, countertops/bars, receipt trays, condiment holders) will be cleaned and disinfected between each use.
 - Food preparation staff will wash, rinse, and sanitize food contact surfaces daily with an EPA-approved food contact surface sanitizer.
 - Food and beverage staff will use gloves when removing garbage bags or handling and disposing of trash, and wash hands after removing gloves.
 - We will use touchless payment options as much as possible, and clean and disinfect frequently touched surfaces such as pens, counters, or hard surfaces between uses.
 - Food and beverage staff will use disposable food service items (e.g., utensils, dishes, napkins). All non-disposable food service items will be handled with gloves and washed with dish soap and hot water, or in a dishwasher. Linen items (e.g., napkins and tablecloths) will be changed and laundered after each customer or party's use. Employees will wash their hands after removing their gloves or after handling used food service items.
 - We will not permit the use of food and beverage utensils and containers brought in by customers.

THE PHOENIX THEATRE COMPANY

RE-OPENING GUIDE

XI. CAST AND CREW

Purpose

To create a safe environment for cast and crew that mitigates the risk of exposure to COVID-19, while also allowing for the execution of live entertainment.

Recommended Procedures

Primary source of contact: Karla Frederick, Director of Production

A detailed safety plan will be developed for each show to meet the specific needs of each project. The below are general rules that would apply to all shows.

HEALTH RESOURCE OFFICER/ COMPANY MANAGER

1. A staff member will be appointed the officer. This individual will be required at every rehearsal/performance and will be responsible for the following:
 - Temperature checks and tracking
 - Monitoring mask compliance
 - Implementation of all COVID-19 strategies and CDC guidelines
 - Daily reporting of safety concerns and compliance issues
 - Key resource for cast/orchestra/crew/outside artist regarding safety concerns, medical needs, testing, and current AZ restrictions and rules. This person will also be in direct contact with our medical advisor.

CLEANING

1. Cleaning supply kits will be available in every rehearsal space.
2. Cleaning of rehearsal spaces and green room will be completed daily.
3. All paperwork posted on the walls should be placed in sheet protectors or behind glass/plastic so they can be wiped down at the end of the day.
4. All cloth furniture will be replaced with wipeable vinyl.
5. Drapes in the Rehearsal Rooms and On Stage will be cleaned between uses using a disinfectant sprayer.
6. Hand Sanitizer stations will be available in all areas used by artists.

HEALTH

1. Before a rehearsal process begins, artists (including band) and production staff/overhire must take and pass (negative results) two Abbott/ID NOW COVID-19 nasal swab tests, given 24 hours apart. After that, once per week testing is required. Artists (including band) and production staff/overhire must submit to daily temperature checks (under 100F). If temperature exceed 100F, individual must obtain a negative COVID-19 test before returning to work.

THE PHOENIX THEATRE COMPANY

RE-OPENING GUIDE

2. We recommend that all artists involved in the production self-quarantine before the start of rehearsal and during their time on contract.
3. Confirm on sign in that they have not traveled outside of their usual neighborhood or gone to any large gathering, or done anything else unique to put themselves at risk.
4. Artists (including band) and production staff/over hire must commit to wearing a mask at all times in public, both on campus and off.
5. Once everyone's negative status is established and there is a commitment from participants that they will protect themselves with masks and hygiene on campus and off, we have created our own "Bubble of Commitment."
6. We require immediate isolation of and seek medical attention for COVID-19 positive individuals, and will contact local health officials about any exposure to that individual, shut down areas they occupied for deep sanitation, and work with local health officials on contract tracing.
7. Social distancing (6' minimum) is required. If work duties require closer spacing, use of a KN95 respirator and face shield (at a minimum) is required.
8. We recommend that all artists involved in the production self-quarantine before the start of rehearsal and during their time on contract.

ARTISTS/AUDITIONS

1. For productions happening before March 2021 we will utilize only local artists.
2. Auditions, whenever possible, will be by video submission
3. If a live auditions is necessary, the following guidelines will be observed:
 - Auditions will be scheduled with enough time between so auditionees are not forced together.
 - Audition space will be thoroughly cleaned and sanitizer stations will be available.
 - Social distancing and masks will be utilized at all times unless the actor is actively auditioning.
 - Headshots/resumes submissions will be electronic only
4. Cast sizes will be limited to no more than 5 and orchestra will be limited to no more than 5.
5. Casts will be fully understudied and fully swapped out if an infection occurs.

THE PHOENIX THEATRE COMPANY

RE-OPENING GUIDE

IN REHEARSAL

1. Each artist will be issued a personal card key to gain access to the building and will have a designated entrance and exit used just by actors.
2. Masks are required for everyone in rehearsal at all times, singer masks will be provided for singers however all other masks must be provided by the artists. Once we get into runs we will swap to face shields until the show is ready to move onto the outdoor stage. (TPTC will provide masks/shields if necessary).
3. For early music rehearsals, artists will learn music via video chat or will rehearse in person in locations that are indoor/outdoor i.e. our patio, the Hormel with the loading door open or the Hardes with the side doors open. In these conditions no masks will be required for the singers.
4. We will preserve social distancing when on stage as much as possible.
5. Social distancing will be maintained by everyone at all times when in the building. The only exception would be artists who are part of a family unit.
6. Props, paperwork, tables, chairs, doors and railings will be wiped down at the top and bottom of the day.
7. Rehearsals will be carefully scheduled to call artist only when absolutely needed to minimize the number of people in rehearsal room.
8. Personal belongings bags, extra clothes etc. will be stored in a designated room separate from the rehearsal space.
9. COVID-19 safety rules/regulations will be posted on the callboard, rehearsal spaces and anywhere needed so they are always visible.
10. For designer runs, guest viewers will be required to wear masks, sit in the very back of the house social distanced or watch a zoom chat if in person is not comfortable.
11. Only essential personal will be allowed in all rehearsals, dressing rooms and green room spaces. These locations will be off limits to anyone else when the cast is in rehearsal.

WARDROBE/ HAIR & MAKE-UP

1. Costume fittings will happen in an isolated space one artist at a time with cleaning between fittings. Only the designer and one assistant will be allowed in the fitting area during that time wearing masks and washing hands between fittings. No one else will enter the fitting area at any time
2. Masks will be laundered every night with the costumes.

THE PHOENIX THEATRE COMPANY

RE-OPENING GUIDE

3. Actors will provide their own make-up unless a specialty item is needed then the theatre will provide that item, however there will be no sharing of make-up, wigs, hair products/tools or any other makeup related items. Disinfecting spray will be provided in every dressing room.

ARTIST GREENROOM

1. No self-serve coffee
2. Hand sanitizer will be available.
3. Hand soap will be available at the kitchen sink.
4. No shared condiments that may be stored in the refrigerator.
5. There will be no storing of partially consumed food or beverages in the refrigerator to avoid contamination.
6. Disinfecting spray will be available to wipe down table and counters after every use.
7. No shared food.
8. Greenroom can be used for cooking only. All eating should be socially distanced inside and outside if weather permits.

ON STAGE

1. We will be performing on an outdoor stage until we can return to our indoor theatre spaces.
2. Wipe down props and high touch surfaces at the top and bottom of the day.
3. Crew will wear masks at all times.
4. Personal water bottles in hanging bags are okay. No open containers
5. Crew will wear gloves and change them between acts, and after breaks (provided by TPTC).
6. Actors and crew will maintain good hand hygiene (frequent washing with soap, 20 seconds or more, or sanitizer when soap is not available).
7. Cast will be staged to mid apron to socially distance from audience.

PERFORMANCE

1. Cast and crew/band will have separate dressing rooms and bathrooms.
2. Cast and crew/band will have separate green rooms to maintain social distancing and will have separate entrances and exits to the performance space.

THE PHOENIX THEATRE COMPANY

RE-OPENING GUIDE

3. Masks must be worn at all times backstage and in green rooms. Masks are not required for actors in private dressing rooms, bathrooms and once an actor hits the stage.
4. Only approved essential employees will be allowed in the performance space, dressing rooms, backstage area or green rooms. Masks will be required for all at all times.
5. Performance space, Stage Manager's booth, sound/lighting booths, backstage, dressing rooms and green rooms will be cleaned daily.
6. Staging that requires a house entrance will not be utilized to keep actors distanced from the audience.
7. Meet and Greets with any audience member before or after the performance on our campus will not be allowed.
8. At no time will a cast, crew or member of stage management be allowed in the public spaces once patrons enter the seating area.

THE PHOENIX THEATRE COMPANY
RE-OPENING GUIDE |
XII. CLEANING/DISINFECTING

Purpose

Establish new practices and procedures related to the cleaning and disinfecting of live entertainment venue, as well as administrative office spaces, in response to recommendations provided by public health organizations.

Recommended Procedures

1. Main point of contact: Joel Birch, Director of Operations
2. We have established new operating procedures related to cleaning and disinfecting equipment and spaces based on CDC guidelines and OSHA regulations that impact both our outdoor theatre venue and office workspaces.
3. We use only EPA or CDC approved disinfectants, specifically proven effective against COVID-19.
4. We have established supply sources to ensure adequate and consistent supply is available and are accumulating overstock for supplies with inconsistent availability.
5. We will ensure adequate COVID-19 approved disinfectant spray is available to staff and custodial
6. Clean, disinfect and refill 12 touchless hand sanitizer stations as needed:
 - Admin entry (1)
 - Production hallway (1)
 - Mainstage green room (1)
 - Outdoor theatre (6)
 - Hardes lobby (1)
 - RRA (1)
 - RRB (1)
7. In addition to regular custodial cleaning responsibilities, clean/disinfect the following high touch areas daily using COVID-19 approved disinfecting cleaners and hand sprayers or foggers in DOWNSTAIRS ADMIN, MAINSTAGE LOBBY RESTROOMS, PRODUCTION OFFICES, HALLWAY and PRODUCTION RESTROOMS, and overnight following performances in inhabited office areas/restrooms of OUTDOOR THEATRE BUILDINGS:
 - Bathrooms (use disinfectant sprayer/fogger on toilets, stall walls and counters)
 - Trash can lids
 - Light switches
 - Doorknobs and push plates
 - Counters
 - Tables
 - Seatbacks
 - Phones
 - Cleared areas of workstations
 - Refrigerator and freezer handles/wipedown interior
 - Microwave handles/wipedown interior
 - Faucets
 - Sinks
 - Water fountain bottle filler units
 - Printer screens

THE PHOENIX THEATRE COMPANY

RE-OPENING GUIDE

8. WEEKLY: Clean and disinfect RRA and RRB and clean/stock/disinfect with wand sprayer/fogger Hardes restrooms (COVID19-approved wipes will be available for cleaning by renters in between) – THIS SCHEDULE WILL INCREASE TO DAILY WHEN TPTC IS USING THESE SPACES FOR REHEARSAL
9. If a staffer or actor is identified as having an active case of COVID-19, their work area will be thoroughly cleaned and disinfected. Any public space that they occupied for an extended period will be thoroughly cleaned and disinfected.
10. We will deliver training to housekeeping staff on revisions to practices and procedures, including rotation and frequency, application of products, use of equipment and more.
11. The following additional cleaning duties will be required of front-of-house paid staff working at our outdoor venue (house managers, bartenders, waitstaff) as an adjunct to regular custodial support for the duration of the pandemic:

CLEAN = USE A SPRAY BOTTLE WITH DISINFECTANT AND A RAG (WE HAVE A DRUM OF DISINFECTANT CONCENTRATE IN THE BACK HORMEL STAIRWELL -- SEE JOEL FOR INSTRUCTIONS ON HOW TO KEEP YOURSLEVES STOCKED).

DISINFECT WITH A WAND SPRAYER OR FOGGER = USE A SPECIAL MACHINE THAT WIDELY DISPERSES DISINFECTANT SPRAY WHICH MUST REMAIN UNDISTURBED ON WHATEVER HAS BEEN SPRAYED FOR 15 MINUTES. (SEE JOEL FOR INSTRUCTIONS ON HOW TO USE THEM – HE WILL GIVE YOU SOME UNITS FOR FOH)

1. AFTER EVERY USE

- Clean pay screens with disinfectant
- Clean trays with disinfectant

2. AFTER EVERY EVENING SHOW

- Clean (wipe down) if soiled and disinfect (using wand sprayers or foggers) all chairs, with cup holders extended.
- Clean and disinfect (using wand sprayers or foggers) any food service areas.
- Clean and disinfect (using wand sprayers or foggers) box office surfaces.
- Disinfect signage (using wand sprayers or foggers)
- Pick up trash left at seats and on ground (wear gloves) – PLACE IN CHURCH DUMPSTER – DO NOT PLACE MULTIPLE BAGS IN TRASH CANS. JOEL CAN INSTRUCT YOU ON HOW TO ACCESS THE DUMPSTERS.

3. BETWEEN MATINEE AND EVENING SHOWS

- Clean and restock public bathrooms.
- Disinfect bathrooms with wand sprayer/fogger (including interior/exterior of stalls and counters).

THE PHOENIX THEATRE COMPANY

RE-OPENING GUIDE

- Pick up trash left at seats and on ground (wear gloves) – PLACE IN CHURCH DUMPSTER – DO NOT PLACE MULTIPLE BAGS IN TRASH CANS. JOEL CAN INSTRUCT YOU ON HOW TO ACCESS THE DUMPSTERS.
- Clean, disinfect and refill touchless hand sanitizer stations as needed

THE PHOENIX THEATRE COMPANY

RE-OPENING GUIDE

XIII. FRONT OF HOUSE STAFF/VOLUNTEERS

Purpose

Establish specific protocols for patron-facing staff working at our outdoor venue that promote safe and proper distancing, hygiene, and increased cleaning and disinfecting responsibilities.

Recommended Procedures

1. Primary point of contact: Luiz Terrazas, Patron Engagement Manager
2. TPTC Front-of-house staff (bartenders, waitstaff, house managers, volunteer ushers) must:
 - Pass a temperature check when reporting for their shift (less than 100 degrees).
 - Wear masks at all times (paid FOH staff will be provided with personal TPTC-branded cloth masks – two per staffer, staffer is responsible for laundering, must be laundered after every use).
 - Volunteer ushers must provide and wear their own cloth or paper masks (minimally 2-ply cloth, or paper surgical, or KN95). Ushers are responsible for laundering their cloth masks after every use. Paper masks or KN95s are one-use only.
 - TPTC will provide ADA compliant masks with clear panel for use by House Manager in order to assist deaf patrons.
 - Wear gloves as recommended by the CDC (when conducting temp checks, handling food, tickets, or any items on which infection can be transmitted, and when using cleaning or disinfecting products).
 - Wipe down pay screens after every use.
 - Disinfect tables and trays after every use.
 - Practice social distancing (6 ft minimum).
 - Avoid touching eyes, nose, and mouth with unwashed hands.
 - Wash hands for 20 seconds every 60 minutes minimum, and also 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.
 - DON'T COME IN TO WORK IF YOU ARE EXPERIENCING ANY OF THE FOLLOWING COVID-19 SYMPTOMS – stay home, notify Elizabeth Caruana (HR), and obtain a free COVID-19 test (available at wellness centers across the Valley), which must be negative in order for you to return to work:
 - Fever or chills
 - Cough
 - Shortness of breath or difficulty breathing
 - Fatigue

THE PHOENIX THEATRE COMPANY

RE-OPENING GUIDE

Muscle or body aches
Headache
New loss of taste or smell
Sore throat
Congestion or runny nose
Nausea or vomiting
Diarrhea
Temperature of 100 degrees or more

- IF YOU ARE TESTED AND CONFIRMED TO HAVE AN ACTIVE CASE OF COVID-19 you must quarantine at home and notify Elizabeth Caruana (HR) for further instructions on when you can return to work, which will be based on current best practices (currently -- 24 hours without a temperature without using a fever reducer, and two negative swab tests spaced at least 24 hours apart).
- DON'T COME IN TO WORK IF YOU HAVE BEEN EXPOSED TO SOMEONE CONFIRMED TO HAVE COVID-19.

Report the exposure to Elizabeth Caruana (HR).

You must quarantine at home for 14 days with no symptoms OR obtain two negative COVID-19 tests, spaced at least 24 hours apart, in order to return to work.

12. The following additional cleaning duties will be required of front-of-house paid staff working at our outdoor venue (house managers, bartenders, waitstaff) as an adjunct to regular custodial support for the duration of the pandemic:

CLEAN = USE A SPRAY BOTTLE WITH DISINFECTANT AND A RAG (WE HAVE A DRUM OF DISINFECTANT CONCENTRATE IN THE BACK HORMEL STAIRWELL -- SEE JOEL FOR INSTRUCTIONS ON HOW TO KEEP YOURSLEVES STOCKED).

DISINFECT WITH A WAND SPRAYER OR FOGGER = USE A SPECIAL MACHINE THAT WIDELY DISPERSES DISINFECTANT SPRAY WHICH MUST REMAIN UNDISTURBED ON WHATEVER HAS BEEN SPRAYED FOR 15 MINUTES. (SEE JOEL FOR INSTRUCTIONS ON HOW TO USE THEM – HE WILL GIVE YOU SOME UNITS FOR FOH)

AFTER EVERY USE

- Clean pay screens with disinfectant
- Clean trays with disinfectant

AFTER EVERY EVENING SHOW

- Clean (wipe down) if soiled and disinfect (using wand sprayers or foggers) all chairs, with cup holders extended.
- Clean and disinfect (using wand sprayers or foggers) any food service areas.

THE PHOENIX THEATRE COMPANY

RE-OPENING GUIDE

- Clean and disinfect (using wand sprayers or foggers) box office surfaces.
- Disinfect signage (using wand sprayers or foggers)
- Pick up trash left at seats and on ground (wear gloves) – PLACE IN CHURCH DUMPSTER – DO NOT PLACE MULTIPLE BAGS IN TRASH CANS. JOEL CAN INSTRUCT YOU ON HOW TO ACCESS THE DUMPSTERS.

BETWEEN MATINEE AND EVENING SHOWS

- Clean and restock public bathrooms.
- Disinfect bathrooms with wand sprayer/fogger (including interior/exterior of stalls and counters).
- Pick up trash left at seats and on ground (wear gloves) – PLACE IN CHURCH DUMPSTER – DO NOT PLACE MULTIPLE BAGS IN TRASH CANS. JOEL CAN INSTRUCT YOU ON HOW TO ACCESS THE DUMPSTERS.
- Clean, disinfect and refill touchless hand sanitizer stations as needed

THE PHOENIX THEATRE COMPANY |
RE-OPENING GUIDE |
XIV. BUILDING INFRASTRUCTURE

Purpose

Make purchases and building changes that will reduce the potential for cross contamination and increase protection for staff and patrons.

Recommended Procedures

1. Primary point of contact: Joel Birch, Director of Operations
2. Develop and distribute vendor communications regarding COVID-19 protocols. Communicate new COVID-19 protocols, including how to properly wear masks, mandatory temperature screening, and social distancing requirements.
3. Cover water fountains (except low touch bottle filler types).
4. Cover hand driers.
5. We have requested that the city of Phoenix improve HVAC filters in City owned and maintained Mainstage and Hardes buildings to a minimum of MERV 13 (Hormel, maintained by TPTC, is already at 15).
6. Put up signage advising one party at a time in the elevators to comply with social distancing.
7. Install sneeze guards where required.
8. Install visual cues and signage
 - At entry, prohibiting entrance to anyone with symptoms or a fever.
 - Encourage social distancing of 6' or more.
 - Hygiene reminders, i.e. how to handle and dispose of masks and gloves, handwashing.
 - Directional, for traffic flow.
 - Where lines may form, incremental distance markers on floor.

THE PHOENIX THEATRE COMPANY
RE-OPENING GUIDE
xv. EMPLOYEE READINESS

Purpose

At the present time, all staff is either laid off, furloughed (with health benefits), or working at home. Staff will return to campus only as-needed for as long as the pandemic continues. About two months before we are able to open an in-person season, artistic, production and box office staff will return, with administrative staff working from home as much as possible if COVID-19 related concerns remain and social distancing is still an issue (for example if we are permitted to perform on an outdoor stage). This readiness plan will ensure that all employees feel safe when returning to work and are provided the necessary resources to accommodate their day-to-day work schedule and personal needs. This plan will ensure that staff are aware of the specific actions to take if they contract or are exposed to COVID-19

Recommended Procedures

1. Primary point of contact: Elizabeth Caruana, Associate General Manager/Human Resources
2. We will require mandatory daily temperature checks of all staff – if 100 degrees or more, the staffer is sent home and must show a negative COVID-19 test to return. Handheld temperature scanners will be used.
3. Only one staff entrance will be available – all others will be locked. The temperature check station will be located at this entrance.
4. Well-fitting, two-ply (at least) cloth face masks are required everywhere in the facility at all times (paper surgical masks, KN95s, shields, or virus-capable filtration respirators are also permitted). The only exception is when alone in your own private office with the door closed. Cloth masks must be laundered after each use by staff and paper masks and KN95s are single-use only. Reusable respirators and shields must be thoroughly disinfected to current best practices standards at least daily and between users.
5. Social distancing (6' minimum) is required.
6. If work duties require closer spacing, use of a KN95 respirator and face shield (at a minimum) is required
7. We will reassign office space and offer work at home options as needed throughout the pandemic to maintain social distancing.
8. Staff will routinely clean and disinfect frequently touched objects and surfaces in their personal office/work area such as workstations, keyboards, telephones, handrails, light switches and doorknobs using provided disinfecting wipes.
9. Staff will avoid using other employees' phones, desks, offices, or other work tools and equipment, and will clean and disinfect them before and after any unavoidable use.
10. No food sharing anywhere on campus.
11. Do not congregate.
12. Eat meals at your desk or outside while maintaining social distance of at least 6'.

THE PHOENIX THEATRE COMPANY

RE-OPENING GUIDE

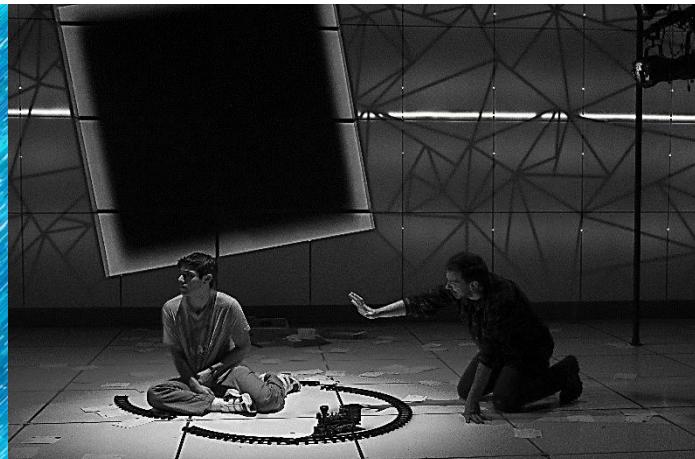
13. Take turns using kitchen appliances with at least 6' of social distance.
14. Schedule meetings via Zoom or other remote apps.
15. When in common areas, wipe down any areas you have touched with provided wipes.
16. Wash hands often with soap and water for at least 20 seconds or use hand sanitizer stations if soap and water are not available. Key times for employees to clean hands include:
 - Before and after work shifts.
 - Before and after work breaks.
 - After blowing your nose, coughing, or sneezing.
 - After using the restroom.
 - Before eating or preparing food.
 - After putting on, touching, or removing cloth face coverings.
 - After touching high touch areas (doors, light switches, handrails and printer screens).
17. Avoid touching eyes, nose, and mouth with unwashed hands.
18. Cover mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Throw used tissues into no-touch trash cans and immediately wash hands with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer station.
19. DON'T COME IN TO WORK IF YOU ARE EXPERIENCING ANY OF THE FOLLOWING COVID-19 SYMPTOMS – stay home, notify Elizabeth Caruana (HR), and obtain a free COVID-19 test (available at wellness centers across the Valley). You must test negative to return to work:
 - Fever or chills
 - Cough
 - Shortness of breath or difficulty breathing
 - Fatigue
 - Muscle or body aches
 - Headache
 - New loss of taste or smell
 - Sore throat
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea
 - Temperature of 100 degrees or more
20. IF YOU ARE TESTED AND CONFIRMED TO HAVE AN ACTIVE CASE OF COVID-19 you must quarantine at home and notify Elizabeth Caruana (HR) for further instructions on when you can return to work, which will be based on current best practices (currently 24 hours without a fever, with no use of a fever reducer, and two negative COVID 19 tests spaced at least 24 hours apart).

THE PHOENIX THEATRE COMPANY

RE-OPENING GUIDE

21. DON'T COME IN TO WORK IF YOU HAVE BEEN EXPOSED TO SOMEONE CONFIRMED TO HAVE COVID-19.
 - Report the exposure to Elizabeth Caruana (HR).
 - You must quarantine at home for 14 days with no symptoms OR obtain two negative COVID-19 tests, spaced at least 24 hours apart, in order to return to work.
22. TPTC policy on paid sick leave for full time employees due to COVID-19: The time that elapses between asking for a test and receiving for test results (which should be documented in the paperwork received from the testing facility) will not count against accrued sick time or vacation time. If it is negative, come back to work. If it is positive, you can come back to work when you have been fever free for 24 hours with no fever reducer AND you have cleared two COVID 19 tests showing you are no longer contagious), with each test separated by at least 24 hours. If you are diagnosed with COVID-19, in addition to your regular sick leave, we will work with you to make sure you have the time you need to recover.
23. We will hold various trainings to educate employees on our COVID-19 response plan and encourage the importance of ethically abiding by it.

v



THE PHOENIX THEATRE COMPANY |
RE-OPENING GUIDE |
XVI. MARKETING

Purpose

Ensure all COVID-19 related policies and procedures are thoroughly communicated across all marketing channels to reach patrons, partners and employees and ensure that their safety in returning to the facility is of the utmost importance. It is imperative to educate patrons on what to expect when returning to the facility and what precautions they should expect to take.

Recommended Procedures

1. Primary point of contact: Vince Malouf, Director of Marketing and Communications
2. Gather patron feedback and suggestions to let patrons know that the organization values their opinions and advice.
3. Distribute patron surveys via email and social media.

THE PHOENIX THEATRE COMPANY

RE-OPENING GUIDE

xvii. APPENDIX (seating plan)

