

WYO PERFORMING ARTS & EDUCATION CENTER

Reopening Plan | September 1, 2020

*updated December 1, 2020



WYO Performing Arts & Education Center Re-opening Plan

Erin Butler, Executive Director, ebutler@wyotheater.com

Chuck Carbert, Facilities Manager, ccarbert@wyotheater.com

Verl Averett, Technical Director, vaverett@wyotheater.com

Pam Overton, Box Office Manager, poverton@wyotheater.com

Supporting Document (included as addendums):

- *Venue Seating Map | Addendum B*

WYO Theater COVID-19 Safety Policies and Procedures

WYO Theater Call Out Policy

Technical Director, Box Office Manager, Facilities Manager, and anyone designated as the person to contact when an employee is calling out should follow the following guidelines:

- Any personnel exhibiting or complaining of any of the symptoms listed on the following page, "Health Check Questionnaire", should be sent home immediately. All surfaces exposed to the individual should be immediately disinfected.
- If any personnel presents with, or calls complaining of, any of the symptoms listed on the following page, "Health Check Questionnaire", thank the individual and immediately contact the Executive Director or immediate supervisor. This call should be kept to the specific facts of the potential virus symptoms and should not be shared with other employees.
- Executive Director or supervisor will then call the individual and recommend they be tested for COVID-19. The employee/volunteer should be self-quarantined until such time as they receive their results.
- If any personnel has come in close contact with someone who has tested positive for COVID-19, that individual may need to self-quarantine for 14 days and it is highly recommended that they be tested as well.
- The personnel's test results should remain confidential and should only be shared with their immediate supervisor and Executive Director who will alert those who came into close contact with the individual as needed and confirm the individual's eligibility for return upon receipt of test results.
- If any personnel does not elect to be tested, the individual may be instructed to self-quarantine before being eligible to return to work.
- Should any tested personnel have a confirmed positive test result, the Executive Director will inform other team members of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).
- The WYO follows the Public Health Recommendations for Community-Related Exposure and may instruct potentially exposed personnel to stay home for 14 days, telework if possible, and self-monitor for symptoms.

Training for COVID-19 Safety Procedures

All volunteers will be required to attend COVID-19 procedure training prior to working an event. These trainings will cover:

- Call Out Guidelines
- Health Checks
- PPE
- Changes in Back of House and Front of House.
- Social-distancing when seating in the auditorium as well as in public areas and work areas.
- Sanitation procedures for the venue, everyone's help is needed to prevent the spread of COVID-19.

WYO Performing Arts & Education Center Reopening Plan

- Instructions on how and when to communicate COVID-19 venue policies to patrons and staff.
- Reporting incidents involving sick patrons.
- Conducting self health checks from home prior to volunteering for an event.
- Promoting a healthy culture in the venue.

Health Checks

- Health checks will be mandatory for all front and back of house personnel starting September 2020 and will run until Sheridan County Public Health advises to discontinue the practice.
- All personnel will be required to undergo a health check prior to being cleared to work an event.
- The Talent entrance will be the designated health check-in area for backstage personnel and the Coat Check will be the designated health check-in area for front of house personnel starting September 2020.
- A health check attendant will be identified for WYO events throughout the duration of the coronavirus pandemic and will be responsible for performing health screenings on all personnel.
- The health check attendant will maintain social distance during screenings, wear PPE and regularly sanitize their hands.
- Event personnel will be scheduled in staggered intervals to allow for social distancing during health checks.
- Additional team members will be trained to administer health screenings in instances where staggered intervals will interrupt the event schedule.
- Any personnel who administers health checks will be provided with approved PPE.
- The health check attendant will ensure that all personnel have adequate PPE for their shift.
- The health check attendant will send personnel home in the event that they display symptoms of COVID-19.
- Additional personnel will be called in to cover the sick volunteer's shift where possible.
- If a team member feels a temperature reading may be a false positive, they will be given the option to be quarantined and have their temperature retaken twenty minutes later.
- If that team member passes the second temperature check, they will be cleared to work.

Health Check Questionnaire

Name _____

Temperature _____

According to the U. S. Centers for Disease Control, in order to attend work, a team member being screened must answer NO to all questions.

Have you experienced the following symptoms in the last 2-14 days?

Fever or Chills: Y / N

Cough: Y / N

Shortness of breath or difficulty breathing: Y / N

Fatigue: Y / N

Muscle or body aches: Y / N

Headache: Y / N

New loss of taste or smell: Y / N

Sore Throat: Y / N

Congestion or runny nose: Y / N

Nausea or vomiting: Y / N

Diarrhea: Y / N

Close contact with an individual displaying any of these symptoms: Y / N

Close contact with anyone who has tested positive for COVID-19 or is awaiting test results: Y / N

Administration Procedures

The Administrative personnel will:

- Follow all CDC Guidelines to prevent the spread of COVID-19.
- Administer a health check prior to coming into the office on non-event days.
- Be screened before their shift by the health check attendant on event days.
- Practice social distancing while in the venue.
- Take an at-home Covid-19 saliva test provided by the WYO Theater (through the state of Wyoming) monthly.
- Wear venue approved face coverings unless they are working in an area where they are alone or have adequate social distance from other team members.

WYO Theater Front of House Re-opening Policies

Marketing for Venue Policies for COVID-19

Appropriate venue policies will be posted:

- On TV screens in lobby areas
- In sandwich board outside the entrance doors
- In all restrooms
- Social media posts
- Websites
- Ticketing platform

Pre-show announcements will be made from stage by Executive Director:

- Thank patrons for attending and participating in COVID-19 safety procedures.
- Let patrons know that there will not be an intermission in order to reduce lines but that public restrooms will remain open and will be sanitized frequently.
- Remind patrons that they will be released/dismissed after the event has ended by Executive Director or other team member in order to prevent bottle-necking in the doorways.
- Encourage patrons to exit the venue and gather outside.

Patron Traffic Flow in the WYO Theater

- Four (4) entry points will be utilized. Entry points in the Hallmark building will be for at door purchasing only. The entry points in the original building will be for patrons who have tickets in hand. The historic ticketing “bubble” will be utilized for will-call tickets.
- Box Office will sell best available seats at the door.
- Restroom Cues will be made in the lobbies to ensure social distancing can occur while people are waiting.
- Hand sanitation stations will be located at each entrance, restroom, box office window, and concessions location. Ticket Takers and Ushers will wear masks and/or face shields and have direct access to hand sanitation.

Lobby

- The lobby doors and auditorium doors will open for events at the same time to avoid patron crowding in the lobby.
- Coat check services will be suspended for the 2020-2021 Season to reduce unnecessary lines.
- Water fountains without bottle fillers will be shut off for the 2020-2021 Season and signage will be posted to notify patrons.
- Most lobby furniture will be removed to promote social distancing and reduce costs on cleaning of wipeable surfaces.

WYO Performing Arts & Education Center Reopening Plan

- Pre-purchased concessions orders will alleviate lines from forming.

Auditorium

Social Distance Seating Procedures

- **Accompanying map is found in Addendum B**
- An approved social distance seat map will be used during all events in the 2020-2021 season.
- No general admission events will be offered.
- In the event that attendance is low for an event with reserved ticketing, the Box Office Manager can close the balcony and move all patrons to the first floor.
- After the event, patrons will be directed to exit through the same doors they entered through. A team member will direct staggered egress from the stage, row by row, one section at a time.
- Personnel will be positioned at the ends of aisles and sections to assist with the directed release.

Box Office

- The box office will be open to the public on a more limited schedule.
- The day of show Box Office will only sell best available. This will allow for minimized patron and staff interaction.
- On-line, pre-ordering will be encouraged in all patron communications.
- Anonymous purchases will not be permitted.
- Team members who scan or sell tickets will be in clear visors rather than masks due to ADA recommendations regarding patrons who are deaf.

Box Office Sanitation

The Box Office will have an adequate COVID supply with facial tissues, hand sanitizer, disposable gloves, face masks, face shields, cleaner and paper towels or sanitation wipes. In order to help prevent the spread of COVID-19, team members will:

- Wash their hands or use hand sanitizer before starting their shift and after breaks.
- Wear disposable gloves during their shift since they will be printing tickets and distributing them to patrons.
- Commit to being seen cleaning and sanitizing while patrons are in the venue to help build patron confidence.
- Offer masks to any patron buying a ticket who is not wearing a mask at no cost.
- Wipe down all touchable surfaces in the box office and in the ticket vestibules at the beginning and at the end of shift.
- Wipe down all touchable surfaces throughout the shift as time allows.
- Wipe down credit card readers frequently during their shift.
- Sanitize face shields and sneeze guards after each shift.
- Fill out an end of day health log which states any incidents which arose due to COVID-19.
- Notify the Box Office Manager if there were any incidents.
- Observe social distancing when more than one team member is using the box office.

Concessions

- Pre purchased concessions will be offered and available upon entry.
- Only prepackaged concessions will be offered.
- The concessions team will regularly wipe down all touchable surfaces.
- The concessions team will be required to wear masks and gloves during their shift.

WYO Performing Arts & Education Center Reopening Plan

- The handling of payment will be assigned to a separate concessions team member.

Merchandise Sales

- Merchandise Sales will be discouraged and will need to be approved and coordinated in advance and will be dependent on the venue's ability to have safe social distancing of lines.
- The venue has the final say in determining whether or not merchandise sales happen and if allowed, the location of merchandise sales setup.
- Contactless ordering and payment is encouraged.
- Merchandise sales associates will be required to wear appropriate PPE.
- Only merchandise sales associates may touch items for sale.

Public Restrooms Sanitation

- Touch-less sinks will be installed in all public restrooms.
- Instructions for proper hand washing will be displayed in all venue restrooms.
- Restroom attendants will be scheduled to disinfect public restroom touchable surfaces after the show begins and after intermission.
- Restroom attendants will sign a cleaning log and note the time of the last restroom sanitation check. The log will be posted in plain view of patrons to communicate that frequent checks are happening throughout the duration of the event.

WYO Theater Back of House Re-opening Policies

New Standard Operating Procedures Across All Back of House Areas:

- Everyone entering the backstage area must pass a health screening prior to admission excluding artists.
- Prior to entering the Back of House area all venue personnel must put on a mask and sanitize their hands.
- Venue personnel will minimize their passage between stage and other areas of the facility.
- Personnel will be required to be wearing masks unless stationed in an isolated location.
- Entrance to the facility for working personnel will be through lobby doors performers will enter through "Talent" doors.
- Personnel are discouraged from working across multiple disciplines (LX, Audio, Carps, etc) whenever possible.
- Staffing will be minimized to prevent exposure across our staffing pool.

New Standards for Performance Practices:

- Until further notice performances may not encourage sing-alongs/callbacks.
- Until further notice performances may not include members of the audience asked to come on stage or members of the performing group leaving the stage to enter the audience.
- Performers are requested to practice social distancing on stage to the best of their ability.
- Masks will be required while in the Performing Arts Center.
- Performers and touring groups will not be permitted to interact with the audience before or after a performance. All guests should limit the number of areas in the facility that they interact with.

New Standard Operating Procedures During Event Advances:

- Tours:
 - Request the tour share their COVID-19 safety guidelines.
 - Relay the venue's safety guidelines, coordinate any efforts to increase precautions based on reasonable

WYO Performing Arts & Education Center Reopening Plan

- request from touring artist.
- Coordinate a means of minimizing staffing in order to better meet social distancing and other guidelines.
- Local:
 - Relay the venue's safety guidelines, coordinate any efforts to increase precautions based on reasonable request from local artist.
 - Coordinate safety efforts with client to ensure all parties are informed and prepared to enact protocol.
 - Renters will be required to provide approved "Covid Considerations" prior to any event.

Loading / Unloading Procedures:

- Personnel acting as "loaders" will be required to sanitize regularly including when they enter and exit the dock area. These staffers will have the option of wearing gloves that may only be used when loading/unloading.

Stage Procedures:

- Venue personnel will wear masks when actively working on stage.
- Staff will disinfect tools provided by venue after use and volunteers will be encouraged to bring their own whenever possible or necessary.
- Console operators and system engineers will be responsible for disinfecting control surface before and after use.

Dressing / Green Room Procedures (Hospitality):

- Hospitality offerings will be assessed based on artist and contractual needs. Conflicts between requests and governing orders will be addressed during the production advance.
- Only necessary personnel will be allowed into the dressing room and green room wing of the facility.
- Dressing rooms and Green Room will be sanitized before and after

Cleaning / Disinfecting procedures:

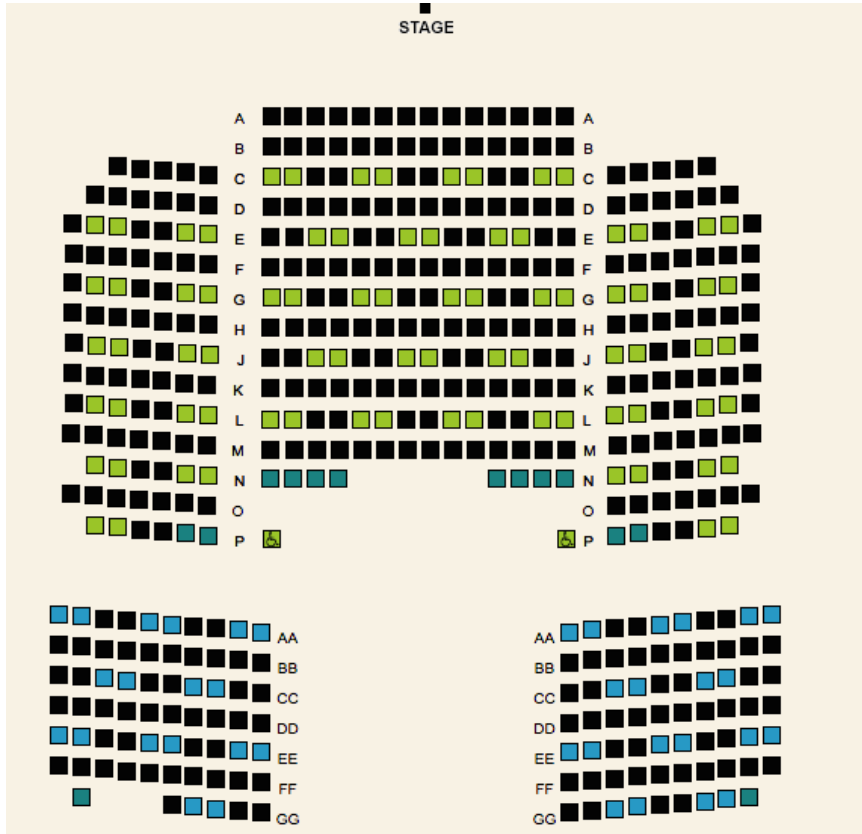
One staff member will be responsible for ensuring that cleaning guidelines are completed and enforced.

- High Contact Surfaces
 - Sprayed with disinfectant and wiped ever 3-4 hours.
 - Areas of note: door handles; light switches; banisters/hand rails.
- Solid Waste:
 - Solid waste will be removed at the end of each production day by backstage crew.
 - Solid waste containing items used to disinfect after potential contact with Coronavirus will be disposed of immediately.
- Auditorium cleaning with ionizer after each production.



[end of document]

Addendum A: Venue Seating Map



2 blocked seats between each group of 2 with 1 row completely blocked in between.

First 2 rows blocked due to particles emanating when people are talking.

Seats blocked in N for volunteers, Row P held for handicap and/or volunteers.

118 +/- Seats (depending on whether we can use first rows that are currently blocked)