



Arizona Opera's priority at all times is the health and safety of our employees, and never more than now, while COVID-19 is active in our community. **With this priority in mind, we have outlined the below policies and practices for the gradual reopening of the Arizona Opera Center and Scenic Shop.**

This is new territory for all of us, so please know that we want to hear any of your additional ideas and/or concerns about how we can safely and successfully come through these challenging times.

Please note that these policies are subject to change and may be updated periodically.

TEMPERATURE CHECK UPON ENTERING THE BUILDING: When you are scheduled to come into the office to work, please be sure to have a mask on before entering the building and text Joann Serra at 561-909-7857 prior to entering the building. Joann will meet you at the building entrance to the Box Office/Revzen Atrium to take your temperature. She will be gloved and use an infrared or other no-touch thermometer, and will have a mask on. In Joann's absence, please text Joe Specter at 917-312-5989.

The CDC states that a fever for COVID-19 purposes is any temperature at 100.4 degrees Fahrenheit/38 degrees Celsius or higher and such guidelines dictate whether employers disqualify an employee from entering the building.

You will discreetly be notified if you have a fever and will not be allowed to enter the work environment. It is recommended that you begin quarantine procedures, and should not return to work for 14 days, and only if by that point, you have been fever-free for three (3) days and otherwise symptom-free as well.

Taking an employee temperature and screening for fever is not a silver bullet against the spread of COVID-19. For this reason, taking temperatures does not eliminate the need to practice to maintain other steps to avoid the spread of the virus as listed in these guidelines.

SOCIAL DISTANCING: Social distancing is considered one of the critical measures to stopping the spread of COVID-19, and is basically described as staying at least 6 feet away from others. To this end, AZO will do the following:

- Limit the number of employees in the office at a time by staggering in-office and work-from-home hours.¹
- Reconfigure workspaces where necessary to maintain the required distance.
- Limit in-person meetings to four individuals, provided that the 6-foot distance rule is maintained and participants wear face masks (discussed below).
- Disallow employees from gathering in groups.
- Disallow visits from non-employees (including family members).
- Limit bathroom use to only one person in each bathroom at a time. Occupied/Vacant signs will be placed on each bathroom door for staff to use when entering and leaving the bathroom.

¹ An employee who believes working in the Opera Center or Scenic Shop poses too great a COVID-19 health risk due to a condition he or she has (such as asthma, advanced age, pregnancy) should inform and discuss options with Joann Serra immediately. Be assured that, as required by law, your medical information will be kept confidential. Fear of catching the virus is not a qualifying reason to be excused from in-office work, however, we invite you to discuss any fears with Joe Specter or Joann Serra so that we can do whatever possible to address your concerns.

INFECTION PREVENTION MEASURES: Each of us plays a critical role in minimizing the spread of infection. The virus is currently thought to spread mainly from person-to-person, between people who are in close contact with one another. (within about 6 feet). A person may be infected and able to spread the virus without even knowing they are infected. In other words, someone with no symptoms whatsoever can infect someone else. The virus is often spread when an infected person coughs, sneezes, or even just talks while in the company of others. Each employee is expected to do the following:

- Stay home if you are sick (See Families First Coronavirus Response Act (FFCRA)).
- Stay home if you, someone in your household, or someone you recently have spent considerable time with tests positive for COVID-19 or shows symptoms of the disease.
- Inform Joann Serra as soon as possible if you test positive for COVID-19².
- Adhere to the 6-foot social distancing standard at all times.
- Do not shake hands, hug, or otherwise touch anyone.
- Do not use other employees' phones, desks, offices, work tools or other equipment.
- The kitchen area will be closed off for the purposes of eating and storing food until further notice; bring your lunch and eat at your desk or away from others.
- While in the Arizona Opera Center or Scenic Shop, you must wear a mask that covers your nose and mouth while in the office, but keep in mind that masks are not a substitute for social distancing.³ Arizona Opera will provide each staff member a mask upon request.
- Do not share your mask.
- Your mask must fit snugly but comfortably against the side of the face and be secured with ties or ear loops; your mask should include multiple layers of fabric and allow for breathing without restriction.
- Your mask must be able to be laundered and machine dried without damage or change to shape. Wash your mask if it gets soiled, and even if not visibly soiled wash it after a couple wearings.
- Let Joann Serra know if you need a new mask.
- Avoid touching your face (whether wearing a mask or not).
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Hand sanitizers will be placed throughout the building and on each employee's desk. This is for use where soap and water are not immediately available. This is not a substitute for regularly washing your hands.
- Disposable gloves will be made available by AZO. Be aware that wearing gloves in certain instances—for example, when using a shopping cart or using an ATM—may not necessarily protect you from getting COVID-19 and may still lead to the spread of germs.
- Using disinfectants, clean all your workplace areas (e.g., keyboards, phone, desk, chair, door handles) at the beginning and the end of your workday, and during the day if there is any reason to think infection may have been introduced in the area. AZO will make disinfectants available.
- Similarly, use disinfectants to clean shared areas (e.g., kitchen, bathroom, coffee cart, copiers and stair railings) after touching them.
- Dispose of all used disinfecting materials and used face mask filters in garbage cans with plastic bag liners (do not put them in recycle containers).

² AZO is required to inform other employees who may have come in contact with the notifying employee that another employee tested positive, but AZO will not identify the employee.

³ If you have a health condition incompatible with wearing a mask, discuss the issue with Joann Serra.

I have read and understand Arizona Opera's COVID-19 Workplace Safety Policies. I understand that if I have a question about or wish to discuss any of the policies I should contact Joann Serra.

I agree to abide by the policies set forth in Arizona Opera's COVID-19 Workplace Safety Policies unless I am granted a waiver of a policy in writing by Joann Serra.

Employee Name

Employee Signature

Date

Marion Roose Pullin Opera Studio

Guidelines for Safety

Nothing contained in this document is to be construed as contradicting or lessening the policies contained in “Arizona Opera’s COVID-19 Workplace Safety Policies” which are intended to be made a part of and included in this document as applicable. The intent of this document is to adapt the procedures included in “Arizona Opera’s COVID-19 Workplace Safety Policies” as it pertains to the Studio Artists specifically.

Description of Facility

The Arizona Opera Center is a multi-level facility which is home to Arizona Opera’s administrative offices, box office, costume shop, 2 coaching studios and the Raymond and Roma Wittcoff rehearsal Blackbox space.

Description of Office Area

The office area is located on the upper level and is home to the offices of the General Director, Artistic, Education, Marketing, Development, Human Resources and Finance departments. Studio Artists also have a computer/work-station and mailboxes upstairs, outside the office of Christopher Cano, Head of the Studio.

Occupancy

It is anticipated that the workforce in the office areas would vary from 4-5 people on alternating days throughout the course of a workweek with the minimum of 3 most of the time. The office area would be occupied by 4-5 people, generally each in their respective office.

Studio Artists Guidelines

Studio Artists will only be allowed in the building during normal business hours for coachings and signed out coaching studio usage as well as specially scheduled times for Studio Spotlight performances.

Coachings:

Coachings in the Wittcoff Black Box will occur once per day with the assigned Studio Artist, Christopher Cano, and Robert Bosworth. Strict spacing measures will be observed, with face shields being worn by all participants as well as masks for Christopher Cano and Robert Bosworth. There will also be a clear barrier in place between the singer and the coach and pianist. The Studio Artist will enter from the Atrium and Exit into the Tancer Plaza upon completion of their coaching session. Music stands and chairs will be assigned to each Studio Artist. Please only handle your own chair and music stand. Only Robert Bosworth will be allowed to play/touch the piano in the Black box.

Coaching Studio Usage:

Arizona Opera has two coaching studios located off of the Atrium. Studio Artists are permitted to sign out usage of the Studios through Christopher Cano. Only one Studio Artist per day, per studio will be permitted for no more than a two hour period. Studio Artists will be required to wipe down the piano with provided disinfectant wipes after each session. The studios will be locked after each session. Studios will be wiped down and sanitized at the end of each day.

Marion Roose Pullin Opera Studio

Guidelines for Safety

General Procedures

1. CDC guidelines regarding social distancing and individual hygiene/cleanliness shall be observed by all employees at all times. These guidelines will be posted on the bulletin board and other locations inside the facility. Personal copies can be provided upon request.
2. All employees and visitors are required to wear a face covering/mask while in the building.
3. Any tools, work surfaces, equipment, etc. will be disinfected before and after being used or otherwise contacted.
4. Door handles and workspaces will be disinfected at the beginning and end of each day.
5. Employees must avoid close contact (less than 6ft) with any person throughout the entirety of their shift. If close contact with another person is made inadvertently, the employee must sanitize their hands as soon as possible.

Instructions to Employees

If You Are Sick

1. If you are feeling sick and/or exhibiting any signs of Covid-19 **DO NOT COME TO WORK.**
2. If you are onsite when you begin to experience symptoms, inform your supervisor and remove yourself from the premises until you are instructed to do otherwise.
3. If you are not onsite when you begin to experience symptoms, notify your steward as soon as possible so that they may plan accordingly for your absence and **DO NOT COME TO WORK.**
 - a. Inform your department head of any employees you've had recent close contact with, and any surfaces or equipment that need(s) to be sanitized.
 - b. Stay in contact with your department head and Human Resources for any additional guidance and to help them determine when it is safe for you to return to work.

1. Prevailing requirements

- a. Employees are asked to self-assess health before coming to work, and if any of the following symptoms are true, that employee should stay home and notify their steward:
 - I. Fever of 100.4 or higher
 - II. Coughing
 - III. Shortness of breath
 - IV. Difficulty breathing
- b. Employees with underlying health conditions are considered at a higher risk of contracting and not recovering from COVID-19 are encouraged to stay home. The guidelines for higher risk are:

- I. People 65 years and older

- II. People who live in a nursing home or long-term care facility

People of all ages with underlying medical conditions, particularly if not well controlled, including:

- a. People with chronic lung disease or moderate to severe asthma
- b. People who have serious heart conditions
- c. People who are immunocompromised

Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications.

- III. People with severe obesity (body mass index [BMI] of 40 or higher)
 - IV. People with diabetes
 - V. People with chronic kidney disease undergoing dialysis
 - VI. People with liver disease
- c. Employees will wash hands before and after using any shared area or equipment using the following CDC recommended guidelines

Marion Roose Pullin Opera Studio Guidelines for Safety

- a. Employees wash their hands for 20 seconds **AT LEAST ONCE** every 60 minutes **and**
- b. Dry hands completely before returning to their workspace

Avoid touching your eyes, nose, and mouth with unwashed hands.

- d. Although washing hands is more effective, sanitizer will be available throughout the facility.
- e. Employees are expected to practice hand washing, cover coughs and sneezes, and use face coverings.
- f. It's recommended that employees drink extra water during the day since facemasks will be worn almost constantly.
- g. Cleaning wipes/products will be provided in high touch areas (e.g. light switches, refrigerator handle, door knobs, etc.) for employees to self-sanitize before and after every use.
- h. In shared spaces, employees will always wear a face mask and minimize time spent in shared spaces.
- i. Employees will maintain a 6 ft distance from any other employee at all times, except when briefly crossing traffic patterns and during projects which require employees to work closer together.
 - I. During these occurrences where employees are working closer together than 6ft, additional safety measures will be taken and supervisor will determine those measures.

PPE

- j. All employees are required to wear a face covering/mask while in the building
 - I. The only exception to this is if employee is working in a room alone. Employee must put mask back on when another employee enters the room
- k. Employer will provide employees face covering/masks/shields, but employer recommends that employee brings their own reusable masks, for their comfort. If using personal cloth face coverings/mask they should:
 - I. fit snugly but comfortably against the side of the face
 - II. be secured with ties or ear loops
 - III. include multiple layers of fabric
 - IV. allow for breathing without restriction
 - V. be able to be laundered and machine dried without damage or change to shape
- l. Gloves will be available for use if needed
- m. PPE storage options will be provided as brown paper bags if employees wish to store their PPE throughout the day in certain circumstances where they can remove them (during lunch, etc.)
- n. PPE disposal receptacles will be any trash can that has a trash liner.
- o. Do not remove PPE without either disposing of it or placing it in a paper bag.



ARIZONA OPERA

CITY OF PHOENIX SPECIAL EVENT COVID PRE-APPLICATION INFORMATION

ARIZONA OPERA STUDIO SPOTLIGHT SERIES November 6, 2020 through March 5, 2021

SUMMARY

On Friday, October 2, 2020, Arizona Opera opened its Reimagined 2020/21 Season with the inaugural presentation of our Studio Spotlight Series, with a gathering of fewer than 50 people, at the Arizona Opera Center at 1636 N Central Ave, Phoenix, AZ 85004.

With the successful first performance now behind us, Arizona Opera is requesting permission from the City of Phoenix to expand the capacity of future performances in this Series to no more than 100, including a socially-distanced, seated, and masked audience of no more than 71; and no more than 29 staff and artists.

Featuring members of our Marion Roose Pullin Opera Studio, the Studio Spotlight Series is planned to take place on First Fridays in Phoenix on a roughly monthly basis at the newly-named Shoshana B. and Robert S. Tancer Plaza at the Arizona Opera Center, with livestreams carried for free on Arizona Opera's new online channel, "Arizona Opera OnDemand" (<https://ondemand.azopera.org/>).

Performances in the Studio Spotlight Series are scheduled for the following dates (all dates subject to change based on public health considerations):

- November 6
- December 4
- January 8
- February 5
- March 5

While attendance at the first performance in the Studio Spotlight Series on October 2 was by invitation only and extremely limited, we intend for subsequent performances to include a limited attendance from public reservations, as public health guidelines permit.

The following are Arizona Opera's COVID-19 health and safety protocols for the Studio Spotlight Series for the 2020/21 Season. All plans and procedures are subject to change based on guidance from the CDC, as well as from other federal, state, and local entities.

SOCIAL DISTANCING PLAN

Social distancing is considered one of the critical measures to stopping the spread of COVID-19 and is basically described as staying at least 6 feet away from others.

Please see **Attachment 1 – Studio Spotlight Series Layout** for a layout of Tancer Plaza at the Arizona Opera Center, which depicts the maximum potential seating capacity of the venue with individual seating, maintaining 6' social distancing among individual seated attendees. When grouping seats into fan pods of 2-4 seats, we will accommodate up to 71 masked guests with social distancing, keeping our total attendance to 100 inclusive of a maximum staff/artist presence of 29.

Since attendance at these performances is through advance registration only to ensure that we remain within capacity limitations, Arizona Opera will be able to set up seating at the Plaza to include “fan pods” of no more than four (4) attendees per pod. Social distancing will be increased between a fan pod and another attendee or fan pod of up to twelve (12) feet, if necessary.

Although the Studio Spotlight Series performances are generally intended to have a duration of an hour or less to reduce the need for bathroom use, patrons will have the ability to use the bathrooms on the first floor of the Arizona Opera Center. Bathroom use will be limited to only one person in each bathroom at a time. Occupied/Vacant signs have been placed on each bathroom door for attendees to use when entering and leaving the bathroom.

There will be no intermission for these performances, and there will be a restroom monitor allowing entrance of one person per restroom at a time. Furthermore, stanchions will be put in place outside the restrooms, allowing for social distancing of six feet apart, with markers on the floor designating six feet apart outside the restrooms.

In addition to the precautions listed above for attendees, Arizona Opera will disallow employees from gathering closely together in groups at these events.

EVENT LAYOUT (INCLUDE ALL SEATING AND FOOD AREAS)

Please see **Attachment 1 – Studio Spotlight Series Layout** for a layout of Tancer Plaza at the Arizona Opera Center, which depicts the potential seating capacity of the venue, maintaining 6' social distancing among individual seated attendees. As mentioned above, when grouping seats into fan pods of 2-4 seats, we will accommodate up to 71 masked guests with social distancing, keeping our total attendance to 100 inclusive of a maximum staff/artist presence of 29.

Parking for the event will be available at the Arizona Opera Center parking lot, as well as at the Flinn Foundation parking lot next door (1802 N Central Ave, Phoenix, AZ 85004).

The Pullin Studio Artists (i.e., Studio Spotlight Series performers) will be allowed up to the 2nd floor of the Arizona Opera Center to use the bathrooms as needed. They will enter the Wittcoff Black Box from the stairwell in the Black Box from the 2nd floor. Only Arizona Opera personnel will be permitted access to the Black Box from the Plaza.

The Pullin Studio Artists and staff are to remain in one of two designated holding areas. The upstairs, administrative office area of the AZO Offices, and/or the Wittcoff Black Box. Both areas

have plenty of space for artists and limited staff to stay in before and during the performance. Social distancing measures are enforced, and everyone is always required to wear face coverings/masks. The exception to mask wearing is performers when performing only.

Arizona Opera staff currently anticipated at the Studio Spotlight Series events are*:

- Six (6) Pullin Studio Artists (performers)
- Four (4) crew from Manley films for video/livestream capture
- Two (2) stage management personnel
- Two (2) sound design personnel
- Two (2) parking lot guides who will escort patrons to and from their cars to their pre-assigned seating locations
- Two (2) to four (4) patron services personnel to serve as parking lot guides and patron assistants/ushers
- Two (2) members of Arizona Opera's senior management team

****Please note:*** Arizona Opera staffing will be scaled as needed based on the permitted event capacity based on the City's response to this application.

BARRIERS/SECURITY/QUEUE LINE PLAN

Signage will be placed at the entrance to the Arizona Opera Center parking lot on both N. Central Avenue at 1st Avenue that indicates "Private Event," to discourage any walk-up customers. No walk-up attendance will be allowed.

All attendees from vehicles that enter the lot will be checked in by Arizona Opera personnel at the check in table located at the west side of Tancer Plaza near the loading dock, facing north. Upon arrival, guests will queue up 6 ft back and apart (indicated by marked ground spacers provided by AZO) starting from check-in table and forming an L-shape to the East, to avoid overflow into the parking lot. Staff will be on-site to monitor.

CLEANING & DISINFECTION PLAN FOR ALL TOUCHPOINTS AND SURFACES

Beginning at 5pm, an hour before each performance start time, there will be a person from Arizona Opera's cleaning company, Plan B Facility Services, present to wipe down high-touch surfaces at the Arizona Opera Center, including surfaces in the 1st floor bathrooms that will be accessible to the public in the hallway located just off of Tancer Plaza.

The doorway between Tancer Plaza and the 1st floor bathrooms, which will be made available for patron use, will be propped open for the duration of the event to minimize contact with high-touch surfaces. Given the short duration of these performances (i.e., generally, an hour or less), we do not anticipate a significant degree of bathroom use. However, a representative from Plan B Facility Services will be on-site throughout the event to wipe down bathroom surfaces intermittently.

Please see **Attachments 2, 2a, and 2b** for further information about disinfection of the Arizona Opera Center and related products for further information.

SAMPLES OF COVID SAFETY SIGNAGE & MESSAGES (INCLUDE MASK REQUIREMENTS)

Please see **Attachment 3 – Studio Spotlight Signage**, for sample signage that will be on display at Tancer Plaza at the Arizona Opera Center during Studio Spotlight Series events. Similar signage is already on display throughout the interior of the Arizona Opera Center.

All staff, patrons and artists are required to wear masks at all times while on Arizona Opera property. The only exception is for artists when they are singing or playing wind instruments, and at least 6' distancing will be followed while on stage.

Arizona Opera will have on hand all the necessary supplies and signage placed around the Plaza. Such supplies and signage are already on-site and posted throughout the interior of the Arizona Opera Center, as well.

FOOD SERVICE PREPARATION & SERVICE PLAN

Not applicable. There are currently no plans for food or beverage service for this program.

HANDWASHING/SANITATION PLAN

Hand sanitizing stations will be placed inside and outside in several locations. See attached docs for full set of protocols and maps.

Also, as mentioned above, beginning at 5pm, an hour before the performance start time, there will be a person from Arizona Opera's cleaning company present to wipe down high-touch surfaces at the Arizona Opera Center, including surfaces in the 1st floor bathrooms that will be accessible to the public in the hallway located just off of Tancer Plaza.

PPE available onsite will include, but will not be limited to the following:

- Gloves
- Masks
- Disinfectant spray
- Diluted rubbing alcohol
- Spray bottles
- Safety goggles
- Disinfecting wipes/Cleaning rags
- Hand sanitizers & hand sanitizer station

PHYSICAL BARRIERS FOR POINTS OF SALE PLAN

As all attendance at the Studio Spotlight Series performances are by advance registration only and since there is no current intent for concessions or other sales, a plan specific to points of sale is not applicable.

All attendees will be checked in at a check in table located on the west side of the Plaza upon arrival. This is a ticketless event.

EVENT STAFF SHIFT CHECKS

Temperature checks are required for all staff, artists, and patrons upon arrival. A representative from the Arizona Opera staff will be prepared to conduct temperature checks with digital thermometers and wearing proper PPE at the check in table on west side ingress to Tancer Plaza.

Any staff, artist, or patron with a reading of 100.4°F/38°C or higher will be turned away immediately by Arizona Opera management. In addition, any staff, artist, or patron that refuses to properly wear a mask will be turned away immediately by Arizona Opera management.

TRANSPORTATION CLEANING & DISINFECTING PLAN

Employees and attendees of Arizona Opera's Studio Spotlight Series performances are responsible for their own transportation to and from the Arizona Opera Center, therefore, a transportation cleaning and disinfecting plan is not applicable to these events.

For additional information about this program, as well as health and safety considerations detailed below, please contact Joann Serra, Director of Finance, Administration, and Human Resources, at jserra@azopera.org or 602.218.7339.

