



**City of Phoenix**  
OFFICE OF THE CITY MANAGER

The Phoenix Theatre Company  
1825 N. Central Ave.  
Phoenix, AZ 85054

February 23, 2021

Re: Applause! Gala: Renaissance

Dear Mr. VanVleet,

Thank you for communicating with our team regarding your planned activity on April 17, 2021. Under normal conditions the City of Phoenix would not be involved in a "special event" like this, however, during this pandemic the Governor's Executive Order 2020-43 authorizes the City of Phoenix to approve "public event" greater than 50 people if the plan is to implement "adequate safety precautions."

It should be clearly understood that approval does not mean your guests, or your staff, are not at risk from the COVID-19 pandemic. There is no pathway we could outline that would establish with 100% certainty that no one will contract the virus. Additionally, the City of Phoenix accepts no liability, and offers no indemnification, for anyone electing to be at this event. Finally, the plan needs to include a waiver that includes the City of Phoenix.

Our understanding of the event is as follows:

- Patrons must wear masks at all times while in the venue except for when eating or drinking.
- Patrons will be required to proactively sign or verbally agree to COVID-19 related protocols.
- Touchless hand sanitizer will be placed at box office/registration area.
- Box office and event staff will disinfect POS equipment.
- Temperature screening will be required prior to admission for all patrons.
- All parking attendants and valet staff wear appropriate equipment (PPE), including face masks/shields and gloves.
- Static signage to promote social distancing and frequent handwashing.
- Two entrances, one from east parking lot and one from south.
- Floor placards/decals/signage will be placed at all locations where queuing occurs.
- Aisles will be marked as one-way traffic or two-way lanes where space allows.
- All food, beverage and merchandise will be delivered directly to patrons in their seats.

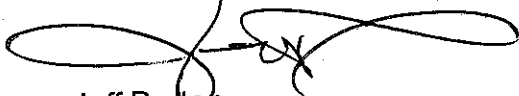
In addition to the above, we require the following stipulations:

- Organizer will be required to have attendees answer screening questions to include if they have recently been in close contact with someone suspected or confirmed to have COVID-19.
- Surgical masks provided to fans who don't bring a mask.
- Tables should be set further back from the stage to create a buffer zone if voice projection is required.
- Tickets will only be sold in pods of 4/6/8/10 with a maximum of 10 people at a table.

Under those circumstances the City of Phoenix is approving the event scheduled for April 17, 2021.

The COVID-19 Operational Protocols that you are required to implement and enforce will be posted on the City's website and a copy will be submitted to the Arizona Department of Health Services in accordance with Executive Order 2020-59 issued by the Governor on December 2, 2020.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeff Barten', with a large, stylized flourish extending to the left.

Jeff Barten  
Assistant City Manager



Conf 2/22/21 2:00pm

# City of Phoenix

## Special Event COVID Pre-Application

All public and private events requiring an operating permit shall first complete and submit this pre-application regarding the event's COVID-19 practices and procedures. This application is intended to provide insight into the event, and it's planned operations, procedures and considerations for the response to COVID-19. The provided information will be used in the review and evaluation process. This application does not replace any other event permit application required by any other agency/department. If this application is approved the event must still submit for and obtain all necessary event permits and licenses. This application provides no guarantee the event can be held.

See attached

### Event Information

Name of Event	Applause! Gala: Renaissance		
Event Address	1825 N. Central Ave, Phoenix 85004	Stationary Event? Moving? (parade, etc) <input checked="" type="checkbox"/>	
Name of Venue	The Phoenix Theatre Company		
Date(s)/Time of Operation	Start Date	End Date	Start Time
	April 17, 2021	to April 17, 2021	4:00pm-11:59pm
Contact Familiar with COVID Procedures & Plans	Name	End Time	
	Vincent VanVleet	to	
Contact Email	Phone	602-889-5295	
	v.vanvleet@phoenixtheatre.com		
Attendance	Anticipated Number of Attendees	Public Event	Private Event
	300	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Social Distancing	Open to All? Ticket-RSVP?	<input checked="" type="checkbox"/>	
	Provide plan and documentation on how social distancing will be implemented, monitored, and enforced. See attached <input checked="" type="checkbox"/>		
Plan and Layout	Provide plan for temperature checks for attendees. See attached <input checked="" type="checkbox"/>		
	Layout (attach plan showing event layout. For inside events, include all seating and food areas). Show pre-COVID setup and proposed setup, if applicable. See attached <input checked="" type="checkbox"/>		
Venue Details	Square Footage of Event Space: 46,862		
	Indoor	Outdoor <input checked="" type="checkbox"/>	Both
Arrangement	Seating <input checked="" type="checkbox"/>	Standing <input type="checkbox"/>	Reception <input type="checkbox"/>
	Booths <input type="checkbox"/>		
Occupant Load	Other		
	Maximum Occupants with No Restrictions 900 attendees, 80 cast, crew, staff, volunteers	Social Distancing Occupant Load 350 attendees, 50 cast, crew, staff, volunteers	
Barriers/Security	Provide plan on how barriers or que lines for crowd control will be implemented? See attached <input checked="" type="checkbox"/>		
	Event Security?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Cleaning & Disinfection	Provide plan for reducing touch points and how surfaces will be cleaned and disinfected. See attached <input checked="" type="checkbox"/>		
	Cleaning and Disinfection Product(s) EPA approved against COVID-19?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Outside Vendor Providing Cleaning & Disinfection Service?	What type of CDC COVID recommend signage and messaging will be provided around venue? Provide examples. See attached <input checked="" type="checkbox"/>		
	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	

Applications may be faxed to 602-495-7429, submitted in person weekdays 8 am to 5 pm at the address below, emailed to applications.pfd@phoenix.gov or mailed to the address below. For application questions please call: 602-262-6771 For more information visit [www.phoenix.gov/fire/prevention](http://www.phoenix.gov/fire/prevention)

Phoenix Fire Department - Fire Prevention Section  
150 S 12th St Phoenix, AZ 85034 - 602-262-6771



# City of Phoenix

If yes, provide company information (Name, address, phone, contact, email):

<b>Food Service</b>	On-Site Preparation?      Yes <input type="checkbox"/> No <input type="checkbox"/>
	Consumption on-site?      Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If yes, provide plan showing how CDC and State guidelines for food dining will be implemented. See attached <input checked="" type="checkbox"/>

<b>Seating for Food Consumption?</b>	<b>Public Water Stations Provided?</b>
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, how many? <b>300</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, how many?

<b>Restroom Facilities</b>	Existing/Built-In <input checked="" type="checkbox"/> Portable <input type="checkbox"/>
	How will handwashing and/or hand sanitizer be provided, include cleaning schedule for restrooms? See attached <input checked="" type="checkbox"/>

<b>Merchandise &amp; Payments</b>	Describe what physical barriers, such as sneeze guards and partitions be provided at all points of sales? See attached <input checked="" type="checkbox"/>	
	Ticket Sales on Site?	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Ticket Scanning at Entrance?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Queue lines for Scanning	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Ticket sales available prior to event?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

<b>Event Staff</b>	What process is in place for symptom and temperature checks prior to start of shift?
	What training has staff received on all COVID safety protocols? Consider using <u>Interim Guidance for Businesses and Employers</u> as a guide. See attached <input checked="" type="checkbox"/>

<b>Transportation</b>	Event sponsored /provided transportation (shuttle, private bus, scooter, etc.)?    Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	How is the promoter recommending attendees to arrive to and from the event? How is cleaning in accordance with CDC guidelines, being achieved? See attached <input checked="" type="checkbox"/>

<b>Attachments</b>	The following attachments are required as part of this resume.
	✓ Social Distancing Plan
	✓ Event Layout (include all seating and food areas)
	✓ Barriers/Security/Que Line Plan
	✓ Cleaning & Disinfection Plan for all Touchpoints and Surfaces
	✓ Samples of COVID Safety Signage & Messages (include mask requirements)
	✓ Food Service Preparation & Service Plan
	✓ Handwashing/Sanitation Plan
	✓ Physical barriers for Points of Sale Plan
	✓ Event Staff Shift Checks
✓ Transportation Cleaning & Disinfecting Plan	

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 For more information visit [www.phoenix.gov/fire/prevention](http://www.phoenix.gov/fire/prevention)  
 Phoenix Fire Department - Fire Prevention Section  
 150 S 12<sup>th</sup> St Phoenix, AZ 85034 - 602-262-6771



February 8, 2021

Ad Hoc Committee on Permissions  
Assistant City Manager's Office  
City of Phoenix  
200 West Washington Street  
Phoenix, AZ 85003

Dear Members of the Committee:

Thank you for this opportunity to apply for an exemption from the current gathering limit of 50 attendees. The Phoenix Theatre Company is committed to finding a safe way to host an outdoor fundraising event for both our artists and patrons alike. As such, we make this application to host our annual Applause! Gala—an event to help raise funds we so desperately need at this time—in our socially-distanced courtyard on April 17<sup>th</sup> 2021 at the Phoenix Theatre Company campus. We hope the materials attached demonstrate both our recent success in creating such events (as we have been using these protocols to safely serve patrons in our Outdoor Performance Venue just north of us), and a roadmap that would allow us to safely host this event during the time of the Covid-19 virus.

The Phoenix Theatre Company shares a courtyard with our neighbor, the Phoenix Art Museum. The square footage of our usable space is roughly 46,000 square feet, which offers the possibility of housing a temporary stage and dining tables in a spacious outdoor setting (at 30% capacity). We will seat and serve a maximum of 300 guests while still allowing for generous social distancing, as outlined in the attached seating map. We will offer valet services for those who would like to use it, as well as over five acres of available self-parking.

This event provides an opportunity for our own staff- as well as multiple special event vendors- to get back to work in a time where we have been so dramatically impacted by the pandemic. It also offers us the opportunity to celebrate extraordinary individuals each year who have given their time, resources, and love to support causes in our community that impact our most fragile population—our children. Our ability to come together and celebrate these individuals through the art of live theatrical entertainment is not only crucial to the financial survival of The Phoenix Theatre Company, but it also allows us the opportunity to share the kind of joy and hope that can only happen when sharing these types of celebrations with others.

We see the experience we are trying to create as comparable to outdoor dining at Phoenix restaurants, which reopened to the public on May 11 and remain open now. In fact we not only plan to recreate a restaurant environment, we plan to go even further than restaurants have for the sake of public safety. We will screen the temperatures of all staff and guests, strictly enforce social distancing, require the use of face coverings except when eating/drinking, and employ an outside catering company to handle the food and beverage service tableside. We will utilize outdoor bars with signage and stanchions to ensure proper distancing, and utilize our indoor restroom facilities, which we service regularly as part of our ongoing commitment to safety.



I am including our Re-Opening Guide, which incorporates local, state and CDC best practice recommendations for mitigating the risk of COVID -19 transmission, and comprehensively addresses each of the plan areas requested (social distancing, event layout, barriers/queuing, cleaning and disinfection, food and beverage, handwashing/sanitation, point of sale barriers at our box office/registration, front-of-house staff shift checks, and more). Also included is a document with examples of event signage, our caterer's COVID-19 food service protocols, and a stage/table layout of the event. We did not include a transportation plan since we do not provide guest transportation to our venue.

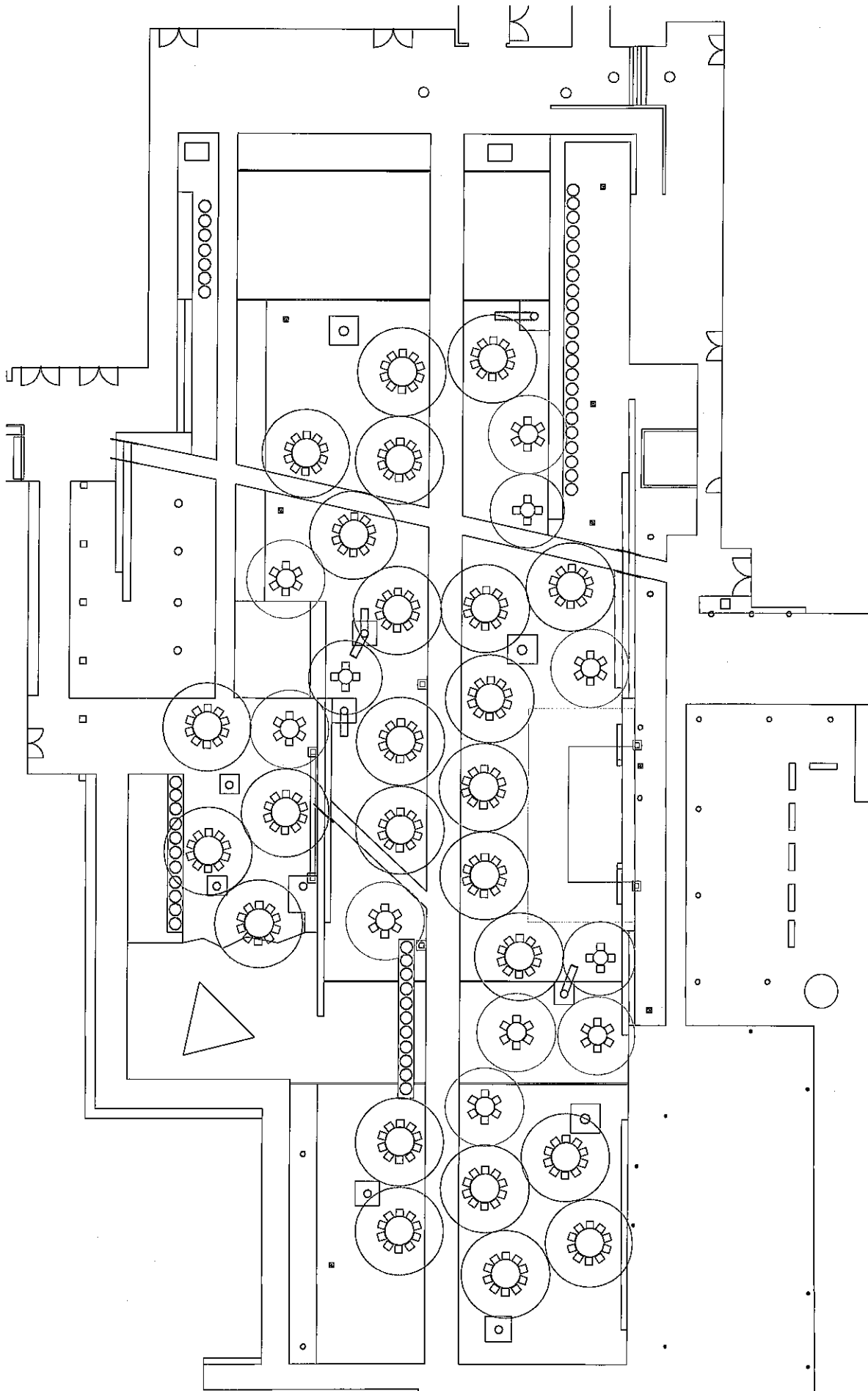
The resume form would accept only one of the options under Food Service (On-Site Preparation/On-Site Consumption), however, I wanted to clarify with you that we do both. In addition, the form would accept only one choice in the Merchandise and Payments section, but we offer all four options.

Many thanks and I will be happy to provide more detail if needed.

With warmest regards,

A handwritten signature in black ink, appearing to read "Vincent". The signature is stylized with a large, sweeping flourish that extends to the left and underlines the name.

Vincent VanVleet  
Managing Director









# Safe & Clean

We at M Culinary Concepts place the highest priority on the safety of you and your guests, our staff, and our partners. With safety in mind, we present our People First Protocol. Taking into consideration all available information, we have developed policies and procedures that align with recommendations of local and national agencies and leaders. We will revise and refine our Protocol as new information becomes available. The M Culinary Concepts team is here to help you safely enjoy your hospitality experience, building cherished memories that last a lifetime.



## Team Check-In

Upon arrival, an M Culinary team leader will check in all M Culinary team members with temperature checks and four questions related to COVID-19. The team leader will perform the same procedure with all associates of vendor partners under management/contract of M Culinary. If at any time during the course of the service/event a team member or vendor associate becomes ill, s/he will be sent home and, if necessary, an on-call replacement will come in.



## Butler Service (Passing Items)

When butler-passing food on trays, gloved and masked M Culinary servers will present all items in/on individual vessels for guests to pick up from trays. Items will include sauces/dressings when appropriate, and no shared sauces/dips will be offered. Servers will not take items or used vessels from guests. Instead guests will be politely invited to dispose of items themselves or set them in designated areas/receptacles.



## Uniforms / BOH

Effective immediately, all team members' uniforms will include approved gloves and masks. Our service team members and back-of-house culinary team members will maintain clean service areas and workspaces. All equipment and materials used will be cleaned and sanitized before and after every use.



## Bar Service

When M Culinary provides bar service, guest will stay physically distanced from the bar in a designated area while ordering. Gloved and masked bartenders will use tongs to safely place appropriate garnishes. All service ware - glass and disposable - will be for one-time use, and guests will be asked politely to set their used glassware on a tray or throw away disposable cups in receptacles adjacent to the bar.



## Service Ware (China vs. Disposable)

When service includes the use of china, flatware and glassware, we will have dedicated food servers who will deliver food and beverages to guests, and dedicated bussers who will remove service ware when appropriate. For table-side service, our team members will avoid direct contact with guests and their service ware including refilling of water glasses without touching or lifting the glass off the table. When service includes the use of disposable service ware, dedicated bussers will collect and dispose service ware when appropriate, as well as provide receptacles for guests to dispose of their own service ware if they wish.



## Buffet and Station Service

When M Culinary presents food items on buffet tables and/or stations (e.g. chef-action stations), guests will approach the buffet/station and remain at a designated area while directing an M Culinary team member to build their plates with their desired items. Our gloved and masked buffet/station attendant will use appropriate serving utensils to place guests' selected items (including sauces, garnishes, etc.) on their plates. Our attendant will place completed plates in a pick-up area at the end of or adjacent to the buffet/station, where guests will retrieve them.



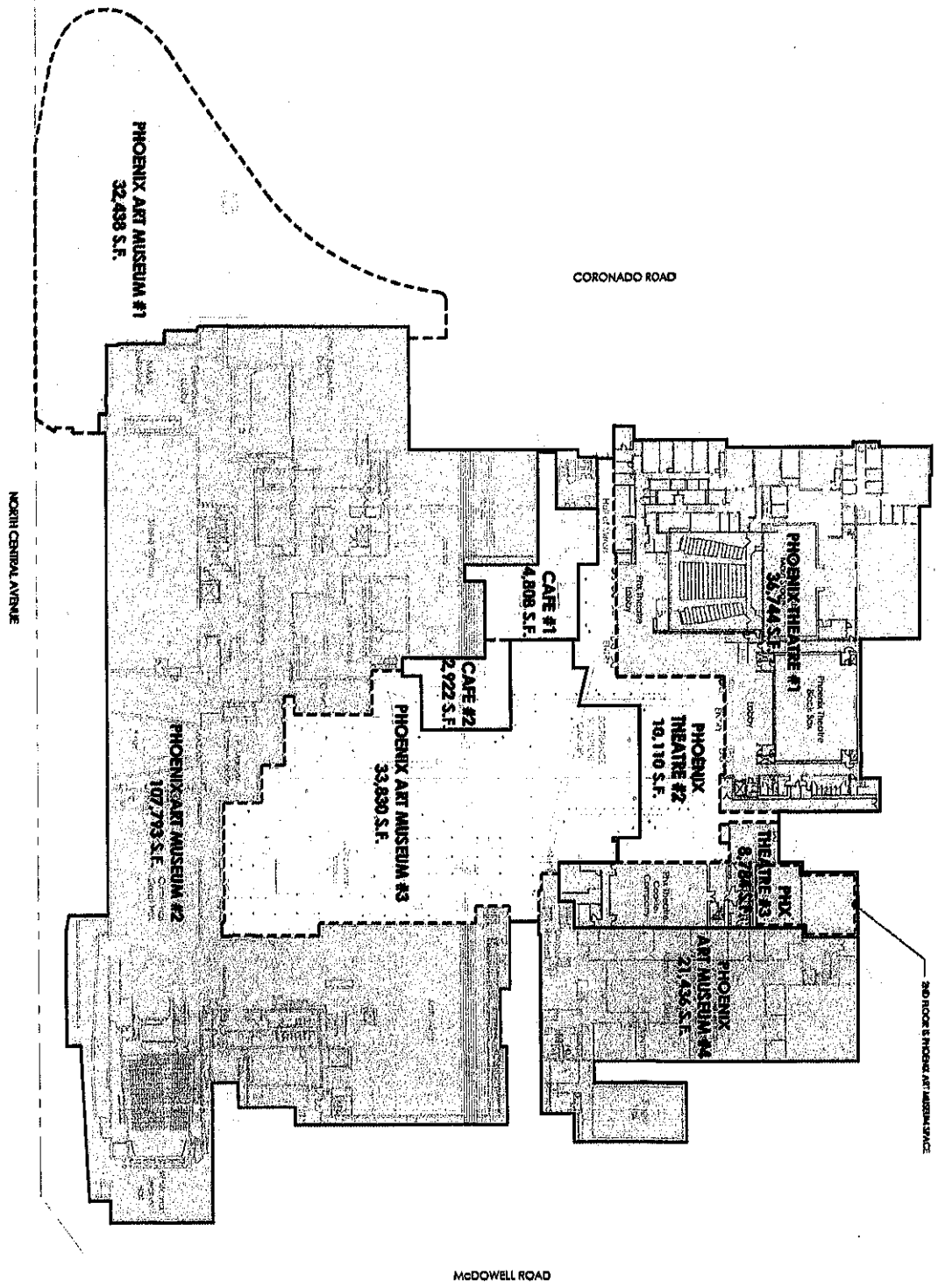
**PHOENIX ART MUSEUM / PHOENIX THEATRE LIQUOR LICENSE BOUNDARY PLAN**



NOTE: This Liquor License Boundary Plan has been prepared from the original contract drawings that were available as of January 26, 2018. Any changes made to the original contract drawings after that date are not shown on this plan. The plan was prepared by the City of Phoenix and is not intended to be used for any other purpose. All other information shown on this plan is for informational purposes only and should not be used for any other purpose.

- PHOENIX ART MUSEUM, REAR ST.
- PHOENIX THEATRE, SCENIC ST.
- CAFE 17001A

**APPROVAL SIGNATURES**  
 I, the undersigned, hereby certify that the above information is true and correct to the best of my knowledge and belief.  
 Date: 1/26/18  
 Signature: [Handwritten Signature]  
 Title: [Handwritten Title]



ALVARADO ROAD

CORONADO ROAD

MCDOWELL ROAD

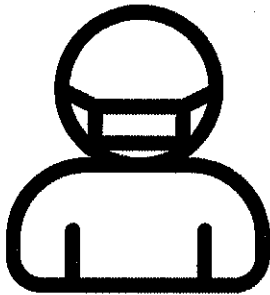
NORTH CENTRAL AVENUE





## SIGNAGE EXAMPLES: COVID-19 MITIGATION

FACE COVERINGS REQUIRED SIGNAGE: PLACED THROUGHOUT FACILITY, AT BOX OFFICE, IN THE OUTDOOR THEATRE VENUE AND PARKING LOTS:



HANDWASHING REMINDERS: DECALS TO BE PLACED AT ALL SINKS:



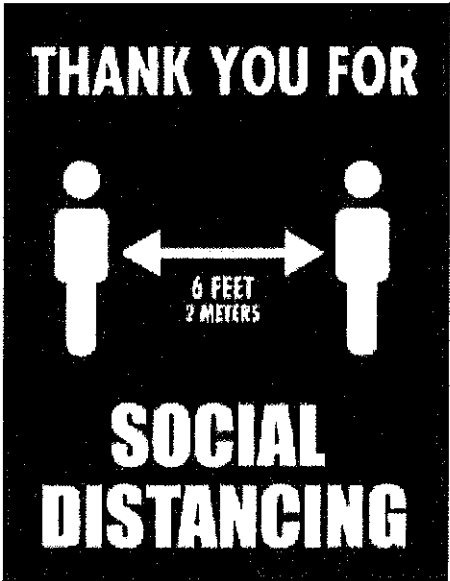
SOCIAL DISTANCING REMINDERS: SIDEWALK DECALS TO BE PLACED ANYWHERE LINES MIGHT FORM (box office, temperature scan checkpoints, ticket scan stations, restrooms):



TEMPERATURE SCREENING: STANDING SIGNAGE TO BE PLACED IN THE PARKING LOTS AND PROXIMATE TO THE TEMPERATURE SCREENING CHECKPOINT, AND AT MAIN FACILITY ENTRANCE AND ACTOR ENTRANCE DOORS:



SOCIAL DISTANCING REMINDER: FOR STANDING SIGNHOLDERS TO BE DEPLOYED THROUGHOUT THE FACILITY, AT THE BOX OFFICE, IN PARKING LOTS AND IN THE OUTDOOR VENUE:





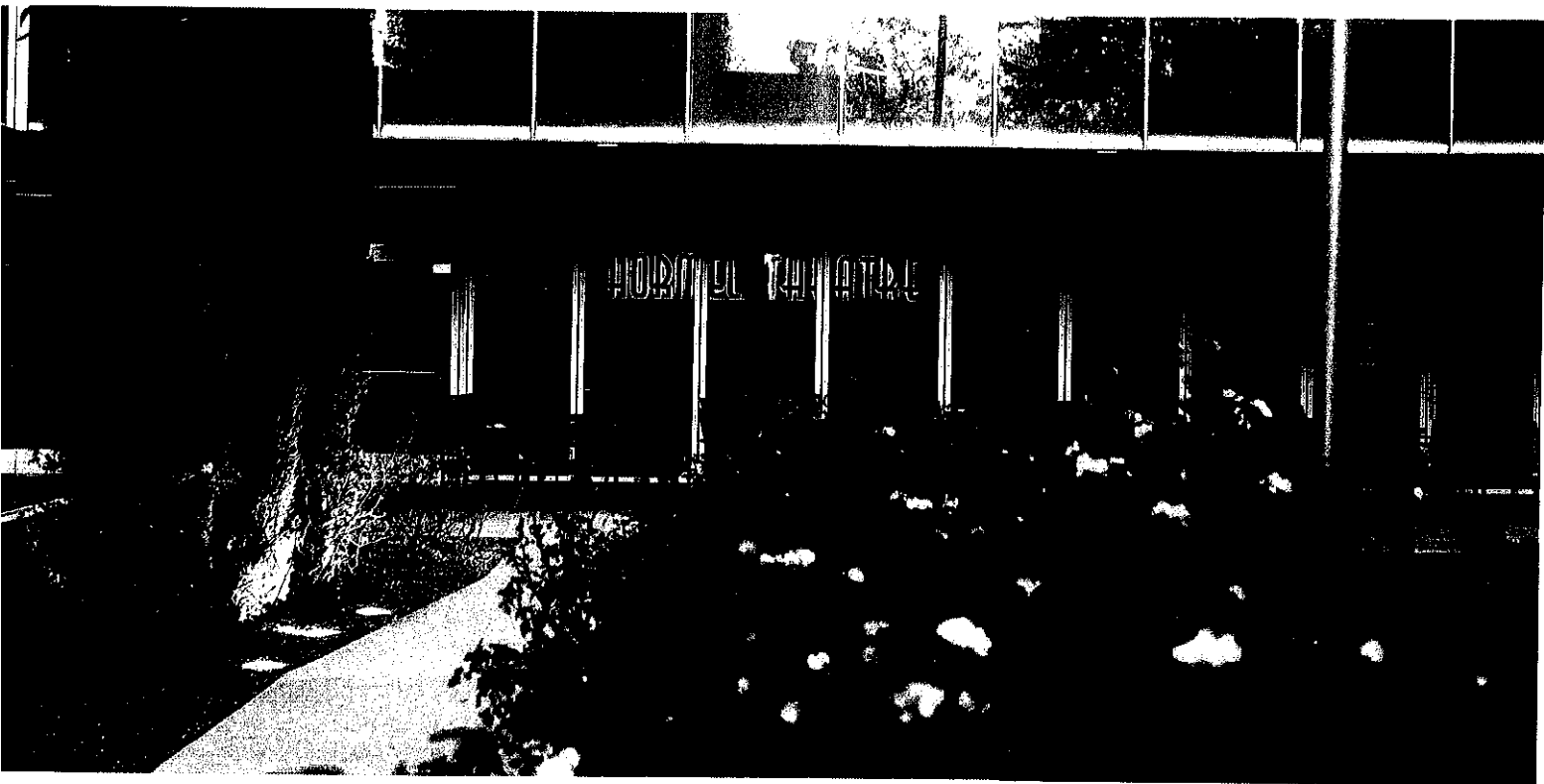




THE PHOENIX  
THEATRE COMPANY |

**RE-OPENING GUIDE**

Updated February 8, 2021



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/Registration	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 Plans	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 will also plan to produce our annual Applause! Gala, postponed from October of 2020, on April 17, 2021. This event will celebrate honorees from our community with an outdoor staged production and dinner under the stars in the courtyard shared by The Phoenix Theatre Company and the Phoenix Art Museum.

We see these events 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 (*pre-package food and beverage are for shows only, not Gala*). 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 a few hours. We believe we can do that and keep the public safe.

Vincent VanVleet  
Managing Director



THE PHOENIX THEATRE COMPANY |  
RE-OPENING GUIDE |

## 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**

**Primary point of contact: Laurie Lemley, Director of Special Projects, Interim Director of Marketing and Communications**

1. 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 on site, 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 or at event registration, we will require e-tickets, delivered through email. Only patrons without smart phones will be issued printed tickets, or will need to register on site for the Gala.
  - 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 pre-show or to be enforced by staff at events.

# 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
- 2. 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.
- 3. Exercise multiple channels of communication to ensure all facets/ demographics of our organization and patrons are engaged.
- 4. Continually tie all messaging back to public health and safety, which is at the core of these efforts.
- 5. 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. Solicit what type of information would help inform their decision to attend an event at TPTC.
- 6. 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**

**Primary point of contact: Laurie Lemley, Director of Special Projects, Interim Director of Marketing and Communications**

1. Follow all safety recommendations from primary local and national organizations, such as the CDC and Arizona Department of Health Services.
2. 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.

3. 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**

**Primary point of contact: Joel Birch, Director of Operations**

1. Ensure that all parking attendants and valet staff wear appropriate personal protective equipment (PPE), including face masks/shields and gloves, as recommended by prevailing authorities.
2. Provide static signage to promote social distancing and frequent handwashing, and clarify entry requirements (masks, temperature screenings).
3. 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. The entrance to our courtyard events will be through the external hallway of mirrors, outside of the building. 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/REGISTRATION

### Purpose

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

### Recommended Procedures

**Primary point of contact: Elizabeth Caruana, Director of Finance and Administration**

1. 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 or at event registration, we will require the use of e-tickets, delivered through email. Only patrons without smart phones will be issued printed tickets or be required to check in at Will Call/event registration at the outdoor venue.
2. 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).
3. WILL CALL/EVENT REGISTRATION: MASKS WILL BE REQUIRED FOR PATRONS IN LINE, as well as for box office staff and event staff. Our box office/registration staff will include 6' markers on the ground within each line to help patrons socially distance while waiting. Box office/registration staff will wear gloves and regularly sanitize the area, which will also be cleaned and disinfected after every show.
4. A touchless hand sanitizer station will be placed at the box office/registration area.
5. Box office and event 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**

**Primary point of contact: Luis Terrazas, Director of Patron Experience**

1. Patrons must wear masks at all times while in our outdoor stage venues, except when actively eating or drinking, and must maintain social distance 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).
2. 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.
  - If an individual will not comply, they will be provided a refund.
  - 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. 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 outdoor stage 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; one entrance to our outdoor courtyard, through the hallway of mirrors with clearly marked lines for social distancing while entering.
  - Ushers will be posted at all exit(s) to prevent patrons from using them to avoid the temperature checkpoints at entrance(s).
  - 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**

**Primary point of contact: Luis Terrazas, Director of Patron Experience**

1. Just past the temperature screening checkpoints at entrance(s), ushers or event staff will be stationed to scan paper tickets/phones with e-tickets. We practice NO TOUCH ticket scanning – ushers and event staff will verbally direct patrons in how to hold their own tickets to have them scanned.
2. 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.
3. Floor placards/decals/signage will be placed at all locations where queuing typically occurs for performances and special events (temperature checkpoints, ticket scanning/registration, restrooms, bars) to ensure social-distancing, mask and hygiene messaging is reiterated, and that specific queue locations are identified.
4. 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.
5. 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.
6. Multiple touchless hand sanitizer stations will be available throughout the venue(s).
7. 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.
8. In order to eliminate lines at show performances, 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. For events in our courtyard, all bar lines will be marked with signage to ensure social distancing while waiting, and all food will be served by catering company with strict protocols around delivery, bussing, setting and service.
9. Ushers will release sections one by one at the end of performances and events 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**

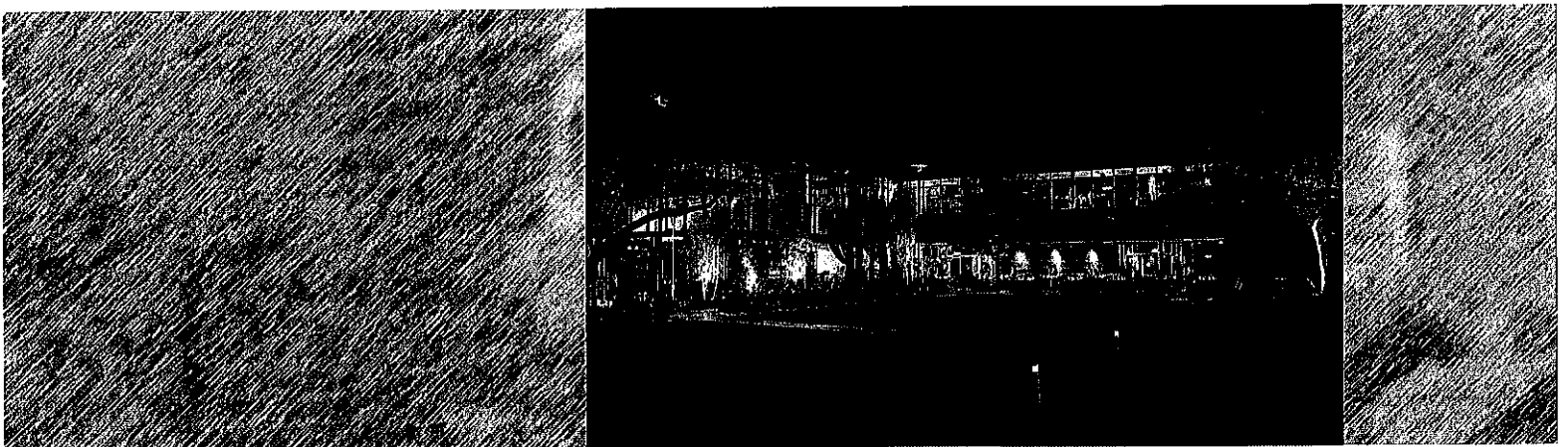
Develop a detailed layout for the seating areas of the facility to ensure proper distance is maintained.

#### **Recommended Procedures**

**Primary point of contact: Luis Terrazas, Director of Patron Experience**

1. The floorplan of our outdoor venue, which was developed in accordance with CDC gridlines for social distancing, represents 30% of its total capacity; our courtyard venue floorplan represents 60% of its total capacity.
2. Each purchasable seating area for our outdoor stage shows 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. In the case of events in the TPTC courtyard, seating will consist of 30 tables: 10-tops with "hosts" that will select guests that they feel comfortable sitting with. In the event of smaller groups, we will offer 2, 4 and 6 top tables—again, mandating the guests "self-select" their table mates to mitigate any liability for TPTC around seating.
3. Aisles will be marked as one-way traffic or two-way travel lanes to allow for proper distancing.
4. 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(S)



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

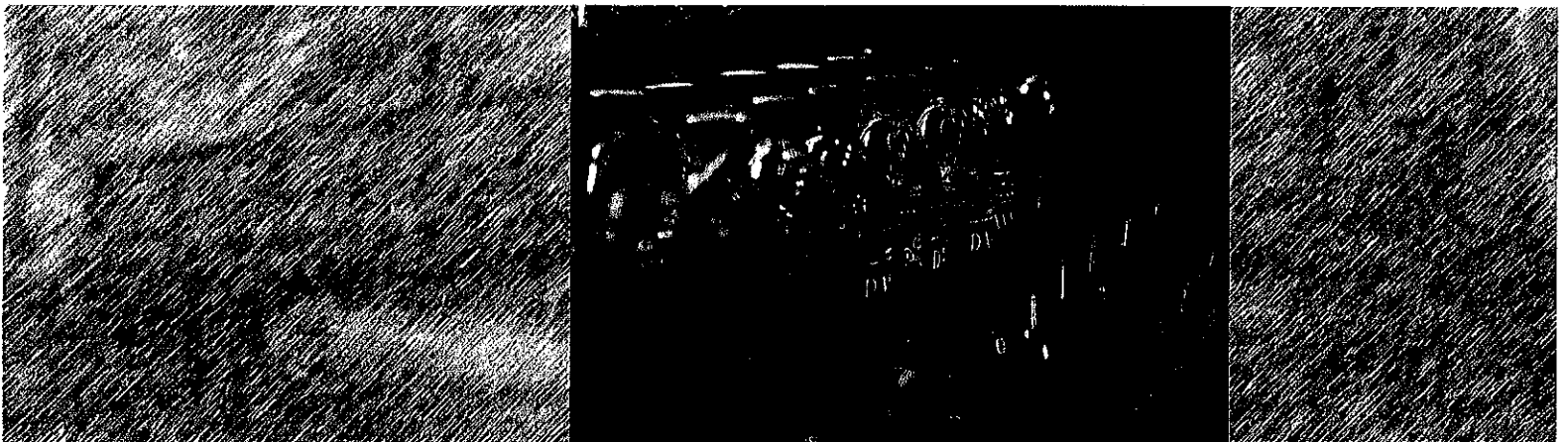
**Purpose**

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**

**Primary point of contact: Luis Terrazas, Director of Patron Experience**

1. 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.



# THE PHOENIX THEATRE COMPANY | RE-OPENING GUIDE |

## X. FOOD AND BEVERAGE

### **Purpose**

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

### **Recommended Procedures**

**Primary point of contact: Luis Terrazas, Director of Patron Experience**

1. 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.

For events in our courtyard, all bar lines will be marked with signage to ensure social distancing while waiting, and all food will be served by catering company with strict protocols around delivery, bussing, setting and service.

2. Waitstaff, bartenders and food service staff will wear masks and gloves at all times.
3. Food and beverages will be sold prepackaged for shows, having been prepared in a kitchen located onsite at The Phoenix Theatre Company facility that complies with all Arizona Department of Health Services regulations. Food for events will be prepared at catering facility, with additional service preparation occurring onsite at The Phoenix Theatre Company complying with all Arizona Department of Health Services regulations.
4. 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 for performances in the outdoor venue, 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) for outdoor venue performances. 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.
  - For events taking place in the TPTC courtyard, please refer to the catering protocols and CDC recommended practices attached to this application.
  - 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/over hire 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/over hire

# THE PHOENIX THEATRE COMPANY

## RE-OPENING GUIDE

must submit to daily temperature checks (under 100F). If temperature exceed 100F, individual must obtain a negative COVID-19 test before returning to work.

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 contact 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.



# THE PHOENIX THEATRE COMPANY

## RE-OPENING GUIDE

5. Casts will be fully understudied and fully swapped out if an infection occurs.

### 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

# THE PHOENIX THEATRE COMPANY |

## RE-OPENING GUIDE

2. Masks will be laundered every night with the costumes.
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.

## THE PHOENIX THEATRE COMPANY | RE-OPENING GUIDE |

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.
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**

**Primary point of contact: Joel Birch, Director of Operations**

1. 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 venues and office workspaces.
2. We use only EPA or CDC approved disinfectants, specifically proven effective against COVID-19.
3. We have established supply sources to ensure adequate and consistent supply is available and are accumulating overstock for supplies with inconsistent availability.
4. We will ensure adequate COVID-19 approved disinfectant spray is available to staff and custodial
5. Clean, disinfect and refill 12 touchless hand sanitizer stations as needed:
  - Admin entry (1)
  - Production hallway (1)
  - Mainstage green room (1)
  - Outdoor theatre (6)
  - Hards lobby (1)
  - RRA (1)
  - RRB (1)
6. 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/wipe down interior
  - Microwave handles/wipe down interior
  - Faucets
  - Sinks
  - Water fountain bottle filler units
  - Printer screens

# THE PHOENIX THEATRE COMPANY

## RE-OPENING GUIDE

7. 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
8. 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.
9. 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.
10. 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 DISINFECTANTT 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 DINSINFECTANT 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 or EVENT

- 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

Primary point of contact: Luiz Terrazas, Director of Patron Experience

1. 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).
1. 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); outside vendors for events will bring their own masks, but paper surgical masks will be provided if they don't.
  - 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.

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)

### AFTER EVERY USE

- Clean pay screens with disinfectant
- Clean trays with disinfectant

### AFTER EVERY EVENING SHOW or EVENT

- 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**

**Primary point of contact: Joel Birch, Director of Operations**

1. 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.
2. Cover water fountains (except low touch bottle filler types).
3. Cover hand driers.
4. 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).
5. Put up signage advising one party at a time in the elevators to comply with social distancing.
6. Install sneeze guards where required.
7. 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**

**Primary point of contact: Elizabeth Caruana, Director of Finance and Administration**

1. 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.
2. Only one staff entrance will be available – all others will be locked. The temperature check station will be located at this entrance.
3. 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.
4. Social distancing (6' minimum) is required.
5. If work duties require closer spacing, use of a KN95 respirator and face shield (at a minimum) is required
6. We will reassign office space and offer work at home options as needed throughout the pandemic to maintain social distancing.
7. 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.
8. 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.
9. No food sharing anywhere on campus.
10. Do not congregate.
11. Eat meals at your desk or outside while maintaining social distance of at least 6'.

# THE PHOENIX THEATRE COMPANY

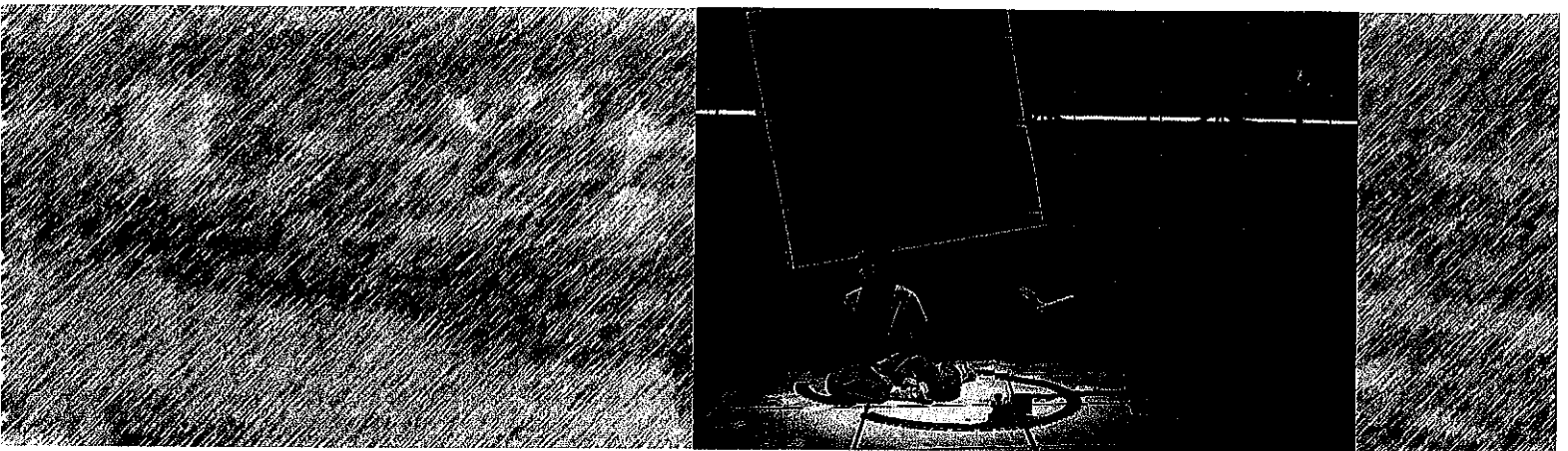
## RE-OPENING GUIDE

12. Take turns using kitchen appliances with at least 6' of social distance.
13. Schedule meetings via Zoom or other remote apps.
14. When in common areas, wipe down any areas you have touched with provided wipes.
15. 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).
16. Avoid touching eyes, nose, and mouth with unwashed hands.
17. 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.
18. **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
19. **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 |

20. 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.
21. 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.
22. We will hold various trainings to educate employees on our COVID-19 response plan and encourage the importance of ethically abiding by it.



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.

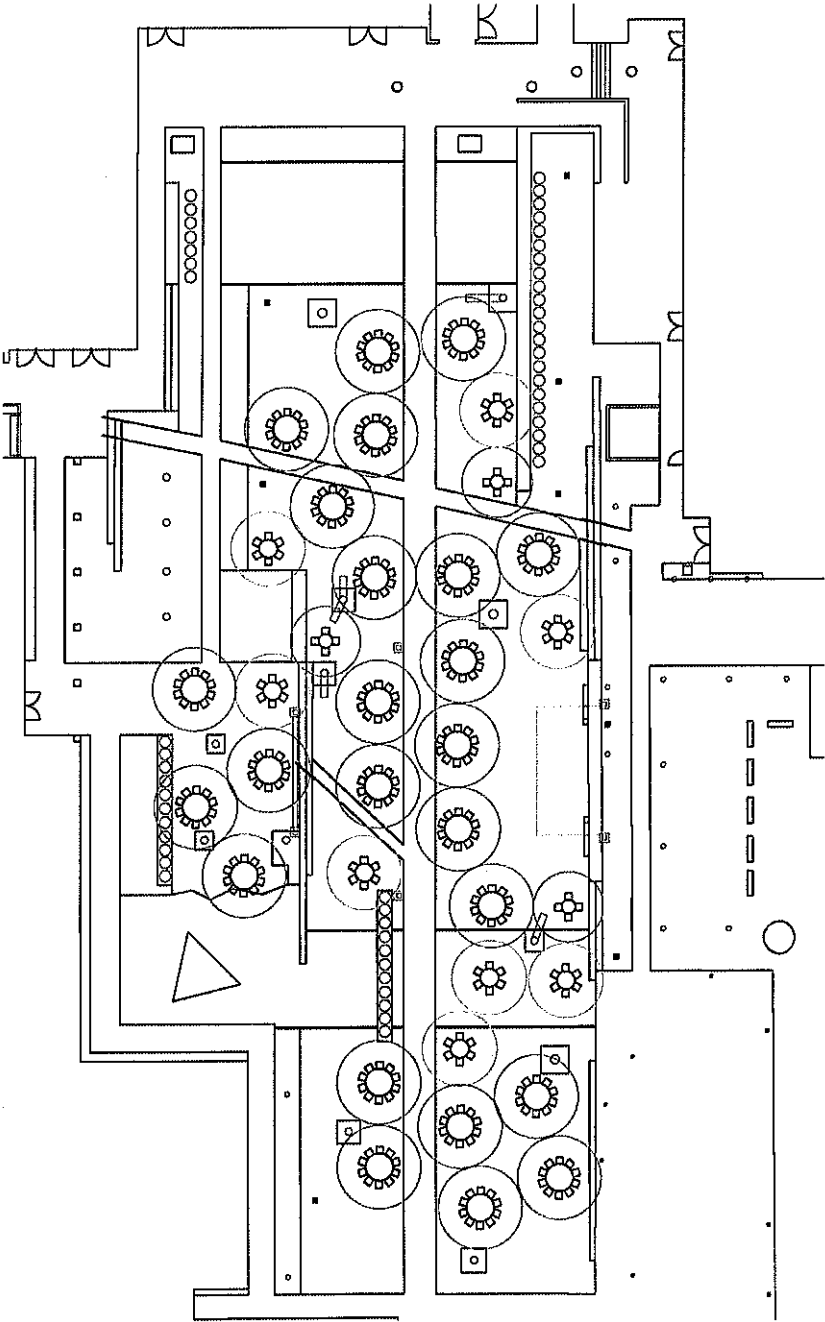
**Recommended Procedures**

**Primary point of contact: Laurie Lemley, Director of Special Projects, Interim Director of Marketing and Communications**

1. Gather patron feedback and suggestions to let patrons know that the organization values their opinions and advice.
2. Distribute patron surveys via email and social media.



xvii APPENDIX (seating plan for TPTC Courtyard event venue)





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