



City of Phoenix
OFFICE OF THE CITY MANAGER

Melissa Bernal
203 W. Adams St.
Phoenix, AZ 85003

April 28, 2021

RE: South Pointe High School Commencement

Dear Ms. Bernal,

Thank you for communicating with our team regarding your planned activity of South Pointe High School Commencement Ceremony on May 19, 2021. 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 follow:

- Capacity at 336
- There will be no food at this event
- Screening for attendees
- The event will last for 1 hour
- All attendees will wear masks unless speaking at the podium
- Guests will sit in pods of 4 as long as from the same household
- Health screening includes temperature checks and health questionnaire for staff and attendees prior to entry to the event

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

- Taking all water fountains out of service
- Delegate COVID compliance officers and give them authority to remove non-compliant guests who repeatedly refuse to wear a mask properly

The City of Phoenix is approving the event scheduled for May 19, 2021. While we are approving your submitted plan we reserve the right to re-evaluate that approval if there is evidence that you are not complying with the protocols set forth in your plan or if there is a sudden and dramatic increase in the COVID-19 infection rates within our community.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeffrey J. Barton', written over a horizontal line.

Jeffrey J. Barton
Assistant City Manager



City of Phoenix

Approved Fee mask
COVID screening
NO FOOD -
Same Household

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	South Pointe High School Commencement Graduation Ceremony			
Event Address	203 W. Adams Street	Stationary Event? Moving? (parade, etc)		
Name of Venue	Orpheum Theatre			
Date(s)/Time of Operation	Start Date May 19, 2021	End Date to May 19, 2021	Start Time 3:00pm	End Time to 4:00pm
Contact Familiar with COVID Procedures & Plans	Name Melissa Bernal / Roxann Favors	Phone 602-243-0600 /602-256-4265		
Contact Email	South Pointe HHS: melissa.bernal@leonagroup.com/ Orpheum: roxann.favors@phoenix.gov			
Attendance	Anticipated Number of Attendees 325 (graduates/staff/invited family)	Public Event	Private Event Invitation Only <input checked="" type="checkbox"/>	Open to All? Ticket-RSVP? Tickets issued to invited family <input checked="" type="checkbox"/>
Social Distancing	Provide plan and documentation on how social distancing will be implemented, monitored, and enforced. See attached <input checked="" type="checkbox"/> Provide plan for temperature checks for attendees. See attached <input checked="" type="checkbox"/>			
Plan and Layout	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: See attached PCC Supporting Documentation for more information			
Arrangement	Indoor <input checked="" type="checkbox"/>	Outdoor <input type="checkbox"/>	Both <input type="checkbox"/>	Other <input type="checkbox"/>
Occupant Load	Maximum Occupants with No Restrictions 1,364 total seats including main floor and balcony	Social Distancing Occupant Load 341 total seats including main floor and balcony.		
Barriers/Security	Provide plan on how barriers or que lines for crowd control will be implemented? See attached <input checked="" type="checkbox"/> Event Security? CSC (venue exclusive security provider) 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"/> See attached PCC supporting documentation on venue cleaning & disinfecting plan			
Cleaning and Disinfection Product(s) EPA approved against COVID-19?	Yes <input checked="" type="checkbox"/>		No <input type="checkbox"/>	
What type of CDC COVID recommend signage and messaging will be provided around venue? Provide examples. See attached <input checked="" type="checkbox"/>	PCC Event Services staff wil provide cleaning and disinfecting servcies for the venue.			
Outside Vendor Providing Cleaning & Disinfection Service?	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

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):	
Food Service	On-Site Preparation? Yes <input type="checkbox"/> No <input type="checkbox"/> Consumption on-site? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> No food and beverage services . If yes, provide plan showing how CDC and State guidelines for food dining will be implemented. See attached <input type="checkbox"/>
Seating for Food Consumption? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, how many? _____ Public Water Stations Provided? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, how many? 2	
Restroom Facilities	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"/> See attached PCS Supporting Documentation for more information
Merchandise & Payments	Describe what physical barriers, such as sneeze guards and partitions be provided at all points of sales? See attached <input type="checkbox"/> Not applicable Ticket Sales on Site? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Ticket Scanning at Entrance? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Queue lines for Scanning Yes <input type="checkbox"/> No <input type="checkbox"/> Ticket sales available prior to event? Yes <input type="checkbox"/> No <input type="checkbox"/>
Event Staff	What process is in place for symptom and temperature checks prior to start of shift? See attached Southpointe Event Safety Plan and PCC Supporting Documentation for more details on the process. 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"/>
Transportation	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 type="checkbox"/> Not Applicable
Attachments	The following attachments are required as part of this resume. <ul style="list-style-type: none"> ✓ 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

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
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SOUTH POINTE HIGH SCHOOL

8325 S Central Ave • Phoenix, Arizona 85042 • P 602-243-0600 • F 602-243-0800

Commencement Ceremony Event Safety Plan

Event Description

This is not a public event. There are 65 seniors in the 2021 graduating class. The graduation is by invitation only and each graduate is allocated four (4) tickets for family members to attend. Ten (10) school staff will also be in attendance. We anticipate a one-hour ceremony with a total attendance not to exceed 325 individuals – this includes graduates, invited family members, staff and guest speaker. Since 2011, Orpheum Theatre has hosted the South Pointe High School graduation ceremony.

Event Layout

The graduation ceremony activities will occur onstage. The ceremony activities will consist of speeches by the class Valedictorian/ Salutatorian, guest speaker and presentation of diplomas. There will be no live music performance and no tossing of caps at the end of the ceremony. Onstage presenters may remove their masks only when actively engaged in speaking. When not engaged in speaking, the presenters will wear their face mask.

All graduates will be physically-distance seated in the audience auditorium during the ceremony. There will be (3) school administrative staff onstage during the ceremony activities and physical distancing will be maintained. Graduates will maintain physical distance in the queue to enter the stage to receive their diplomas. Graduates will return to their seats in the audience auditorium after receiving their diploma. At the conclusion of the ceremony, invited family will remain in their seats to allow the graduate to exit the auditorium seats and then family members will be allowed to exit the theater.

Invited family of each graduate will be seated together in four-seat pods. There will be six-feet between each four-seat pod to maintain physical distance requirement.

The back of house dressing rooms will be utilized for graduates to put on their caps and gowns. Multiple dressing rooms will be utilized to mitigate congestion. *Please see Orpheum Theatre floor plan layouts for back of house dressing rooms.*

Physical Distancing

A. Stage Door

Graduates will access the theater through the stage door and will maintain physical distancing as each graduate completes temperature check and symptom screening. Graduates seated will be physically-distanced.

B. Onstage Commencement Ceremony

There will be (3) school administrative staff onstage during the ceremony activities and six-feet physical distancing will be maintained. The placement of tables and speaker lectern will be placed to maintain the six-feet physical distancing, and to allow for 16 feet between stage and first row in audience auditorium seating. Please see *Orpheum Theatre Stage Floor Layout Plan*. Graduates will maintain physical distance in the queue to enter the stage to receive their diplomas.



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Commencement Ceremony Event Safety Plan

C. Audience Auditorium Seating

1) Student Graduates

From Main Floor Row 1 – 8 all sections, graduates will be seated with two-seat physical distancing between each student. The designated seats for the physical distancing will have covers marking seat unavailable to ensure physical distancing. Row 9 all sections will be left empty to provide separation between student graduate seating areas and the invited family member seating areas. See *attached theater seating plan layout for South Pointe Graduation*. For a sample image of the theater seat cover signage, see *PCC memo on theater building safety protocols*.

2) Invited Family Members and Staff

Starting with Main Floor Row 10 all sections and then every other row through Balcony Section A and B, Rows 1-3, invited family of each graduate will be seated together in four-seat pods. Between each four-seat pod, a minimum of four seats will be skipped to maintain physical distance requirement of six-feet. The full rows skipped to maintain physical distancing will have seat covers marking those seats unavailable to ensure physical distancing. See *attached theater seating plan layout for Southpointe Graduation*.

For more information on physical distanced theater seating, *please see PCC memo on theater building safety protocols*.

D. Back of House Dressing Rooms

The back of house dressing rooms will be utilized for graduates to put on their caps and gowns. Multiple dressing rooms will be utilized to mitigate congestion. *Please see Orpheum Theatre floor plan layouts for back of house dressing rooms*.

E. Theater Lobby Areas

Physical distancing will also be encouraged in the theater lobby areas through posted signage. For information on the theater signage plan, see *PCC memo on theater building safety protocols*.

F. Theater Restrooms

The theater restrooms have physical barriers for each individual stall unit to ensure physical distancing. For information on the theater restroom safety, see *PCC memo on theater building safety protocols*.

G. Theater Water Fountains

To ensure physical distancing, the theater has designated two (2) front of house water fountains available to invited family members. The other water fountains have signage indicating the fountain is unavailable to ensure physical distancing. For information on the theater safety signage, see *PCC memo on theater building safety protocols*.



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Commencement Ceremony Event Safety Plan

Face Masks/Coverings

Everyone in attendance including graduates will be required to wear an appropriate face mask covering the nose and mouth, except for onstage presenters when actively engaged in speaking. Unapproved face coverings such as neck gaiters, masks with valves or vents, and bandanas will not be permitted into the theatre building. Masks will be provided to anyone who doesn't have one or has an unapproved mask. This requirement will be included in the commencement guidelines letter provide to each student and their parents.

COVID Screening

A. *Temperature Screening*

All attendees including graduates will be required to take a temperature check upon arrival and prior to entering into theater. No one with a temperature above 100.3 will be admitted. This requirement will be included in the commencement notification letter provide to each student and their parents.

B. *Symptom Screening*

All attendees including graduates will be required to complete a symptom questionnaire at the designated check-in to be admitted into the theater. Anyone responding "yes" to any of the below questions will not be admitted. For those individuals refusing to complete the symptoms questions will not be admitted into the graduation ceremony. This requirement will be included in the commencement guidelines letter provide to each student and their parents.

COVID Symptom Screening Questions:

- 1) Are you currently experiencing, or have you experienced in the past 14 days, any of the following symptoms?
 - **Cough** – that you cannot attribute to another health condition
 - **Shortness of breath or difficulty breathing** that you cannot attribute to another health condition
 - **Sore throat** – that you cannot attribute to another health condition
 - **New loss of taste or smell**
 - **Chills**
 - **Headache** – that you cannot attribute to another health condition
 - **Muscle pain or aches** – that you cannot attribute to another health condition, or may have been caused by a specific activity (physical exercise)
 - **Nausea, diarrhea, vomiting**
 - **Fever of 100.4°F or greater**
- 2) Within the past 14 days, have you had **contact** with anyone or cared for someone that you know had COVID-19 or COVID-like symptoms?



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Commencement Ceremony Event Safety Plan

- 3) Within the past 14 days, has a public health or medical professional told you to self-monitor, self-isolate, or self-quarantine because of concerns about COVID-19 infection?
- 4) Have you had a positive COVID-19 test for active virus in the past 10 days?

Physical distancing of six-feet will be maintained at the screening and temperature check areas - see *the attached proposed outdoor theater plaza setup layout*.

Barriers/Security/Queue Line Plan

Stanchions will be placed at the each of the exterior entrance doors into the theatre to facilitate physical distancing while invitation tickets are scanned for entry. Security will be provided by CSC as exclusive event security provider for the Orpheum Theatre. See *attached proposed outdoor theater plaza setup layout*.

Food Service

This event will not have food service.

Cleaning and Disinfecting Plan

South Pointe will provide hand sanitizer for the onstage ceremony activities. PCC will also deploy hand sanitizer stations in theater lobby area, back of house areas, near the restrooms, and at door entrances into the audience auditorium.

For information on the theater cleaning and disinfecting plan, see *PCC memo on theater building safety protocols*.

Communication Plan

We will provide a commencement guidelines letter to each graduate and their parents/family listing all the health and safety guidelines to be followed for the graduation ceremony including:

1. Appropriate face mask covering nose and mouth required to be worn at all times inside the theater. Unapproved face coverings such as neck gaiters, masks with valves or vents, and bandanas will not be permitted into the theatre building.
2. Physical distanced seating will be required. Invited family of each graduate will be seated together in five-seat pods. There will be six-feet between each five-seat pod to maintain physical distance requirement. Unavailable seats will have seat covers indicating left empty to maintain physical distancing.
3. COVID screening of temperature check and symptom questions will be required prior to entering the theater.
4. Encourage individuals to stay home and not attend the ceremony if they are feeling ill or if they have any symptoms.



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Re: 2021 Graduation Information

Dear 2020/2021 South Pointe High School Graduates:

Congratulations on your outstanding efforts! This is only the beginning of accomplishing your goals and becoming successful in life. Please make sure you read this letter carefully as it contains valuable information regarding graduation.

South Pointe's 2021 graduation ceremony will be held on May 19, 2021, at the Orpheum Theatre located at 203 W Adams St, Phoenix, AZ 85003. The ceremony will begin at 3:00 p.m. All graduates must attend rehearsal which will take place on May 19 at 9:30 a.m., please arrive promptly at 9:30 a.m. Seating in the Theater is limited; you will be allowed 4 tickets per graduate. Handicap and wheelchair seating is available. Balloons, strollers and bull-horns are not allowed in the auditorium.

Photos and Processional

All students are required to return to the theater ready for the ceremony by 2:00 p.m. We will begin to line up for the graduation processional at 2:30 p.m. Pictures in your cap and gown will also be taken as you receive your diploma.

Graduation Attire

Your attire under your cap and gown should be professional. Please do not wear jeans, shorts sneakers, flip flops, or stiletto heels. Gentlemen please wear dress slacks or khakis, a dress shirt or polo shirt with a collar, and dress shoes or casual dress shoes. Ladies please wear dressy slacks, a skirt or dress with flats, dress shoes or pumps/heels. If you have doubts about what to wear for graduation, please contact us. Caps and gowns may not be altered.

Physical Distancing

All Graduates and invited family members will be physically distanced. This will be reflected in the theater seating in the audience auditorium and lobby areas.

Face Masks/Coverings

Everyone in attendance including graduates will be required to wear an appropriate face mask covering the nose and mouth. Unapproved face coverings such as neck gaiters, masks with valves or vents, and bandanas will not be permitted into the theatre building.

Temperature Screening

All attendees including graduates will be required to take a temperature check upon arrival and prior to entering into theater. No one with a temperature above 100.3 will be admitted.



LEONA GROUP ARIZONA, L.L.C.
A new kind of public school

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Symptom Screening

All attendees including graduates will be required to complete symptom questions at the designated check-in to be admitted into the theater. Anyone responding "yes" to any of the below questions will not be admitted. For those individuals refusing to complete the symptoms questions will not be admitted into the graduation ceremony.

COVID Symptom Screening Questions:

1. Are you currently experiencing, or have you experienced in the past 14 days, any of the following symptoms?
 - **Cough** – that you cannot attribute to another health condition
 - **Shortness of breath or difficulty breathing** that you cannot attribute to another health condition
 - **Sore throat** – that you cannot attribute to another health condition
 - **New loss of taste or smell**
 - **Chills**
 - **Headache** – that you cannot attribute to another health condition
 - **Muscle pain or aches** – that you cannot attribute to another health condition, or may have been caused by a specific activity (physical exercise)
 - **Nausea, diarrhea, vomiting**
 - **Fever of 100.4°F or greater**
2. Within the past 14 days, have you had **contact** with anyone or cared for someone that you know had COVID-19 or COVID-like symptoms?
3. Within the past 14 days, has a public health or medical professional told you to self-monitor, self-isolate, or self-quarantine because of concerns about COVID-19 infection?
4. Have you had a positive COVID-19 test for active virus in the past 10 days?

Parking

No reserved parking is available. However, street meter parking is available for a fee. Also, parking garages are available in the area, fees will vary. Please be prepared, as you may be required to pay for parking.

As always, if you have any further questions or concerns, please contact us. Congratulations on your outstanding accomplishments.

Thank you,

Melissa Bernal & Virma Chavez
Office Manager & Graduation Coordinator





NORTH

**PLAZA:
STREET LEVEL**

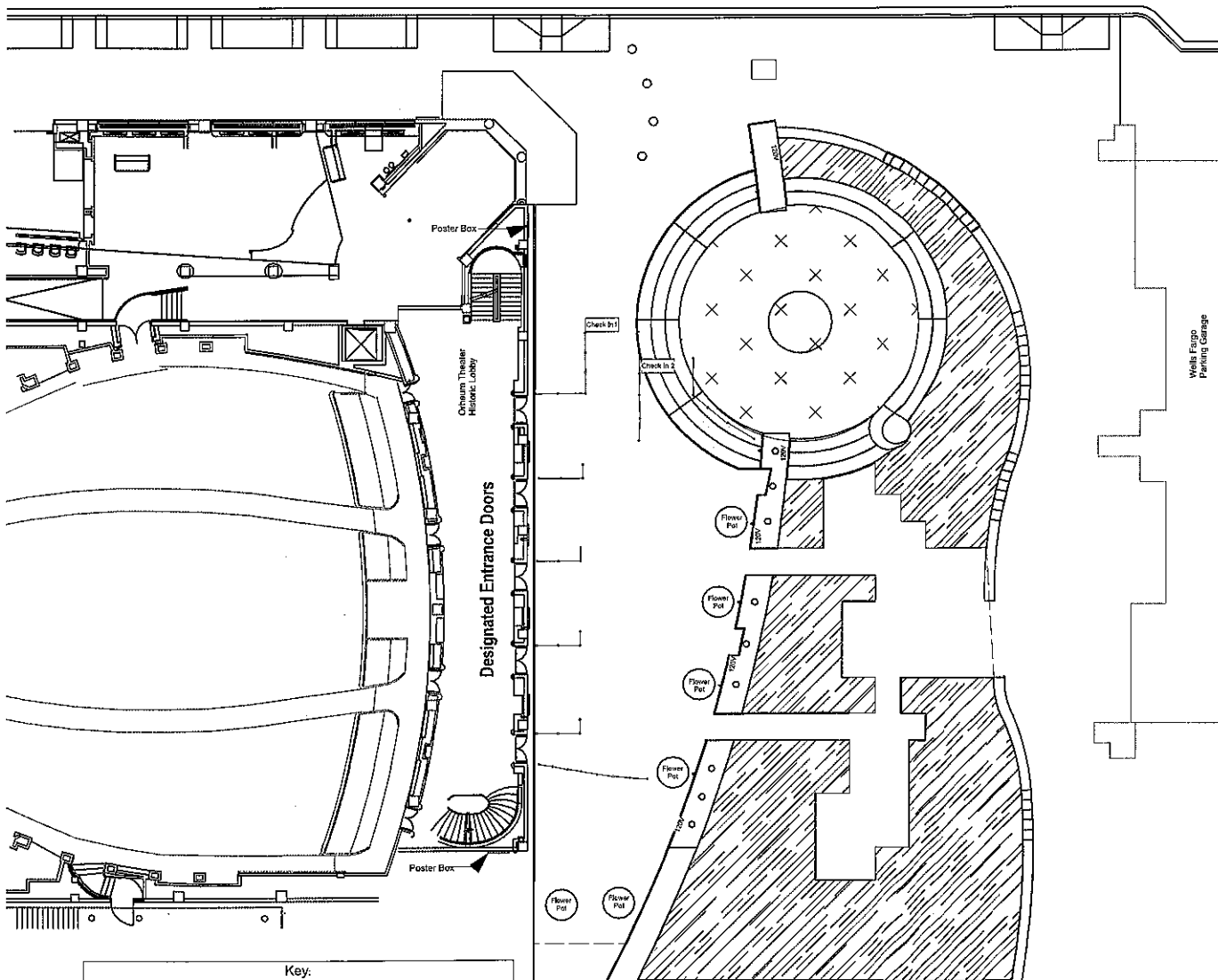
Scale: 1in = 30ft

2ND AVENUE

**Outdoor Plaza Area
Check-In Areas
Symptom Screening &
Temperature Check**

Queue Line Plan for Entry

ADAMS STREET



Key:



Trees and Shrubbery



No Set Up:
Friends of the Orpheum
Donor Bricks



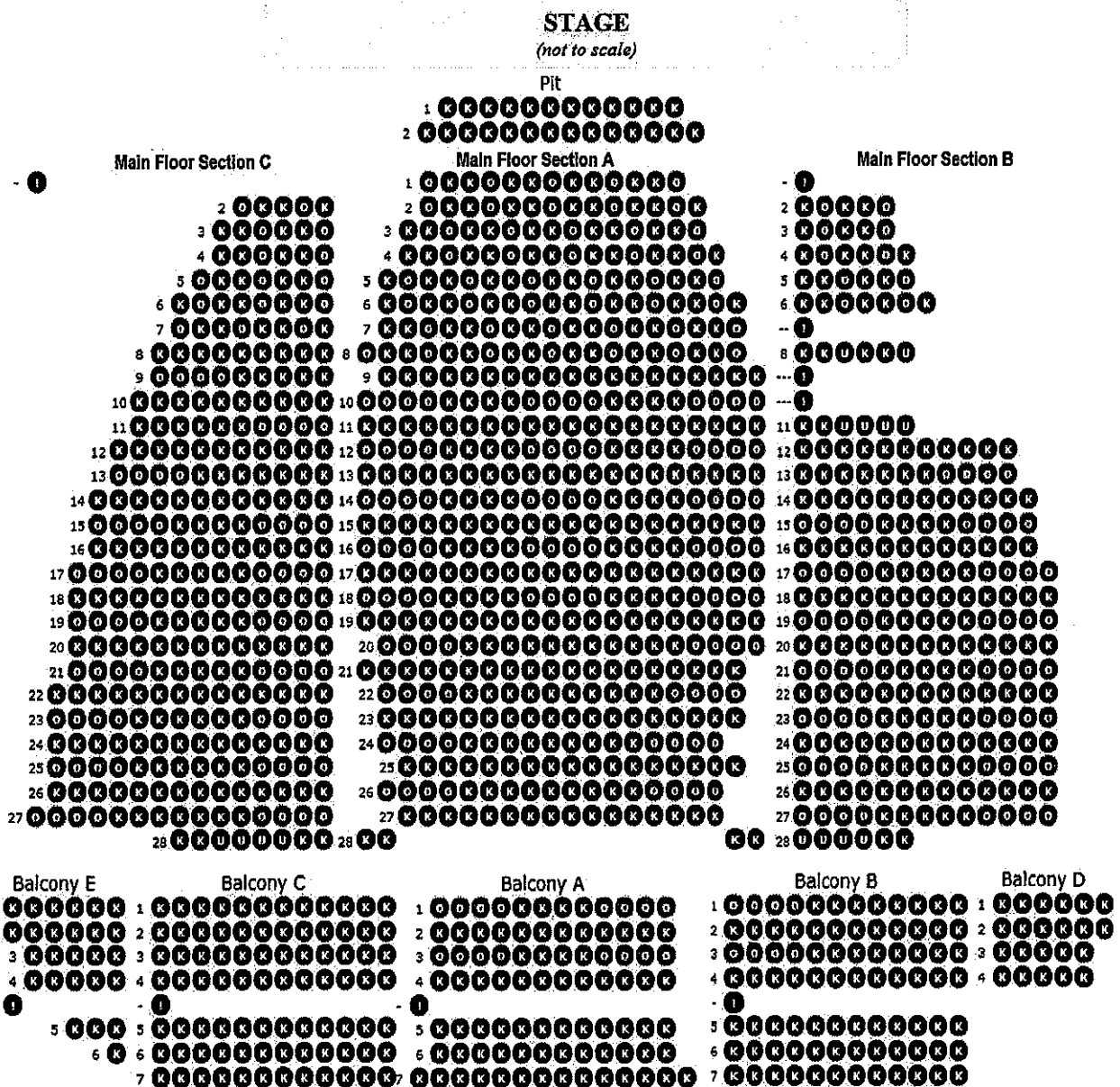
120 volt 15 amp



Southpointe High School Commencement Physically Distance Seating Layout

Physically Distanced Total Seating Capacity = 328

- Available Seats: 314
- ⓪ Available Accessible/ADA Seats: 14
- Ⓚ Unavailable / Kill Seats: 1,036

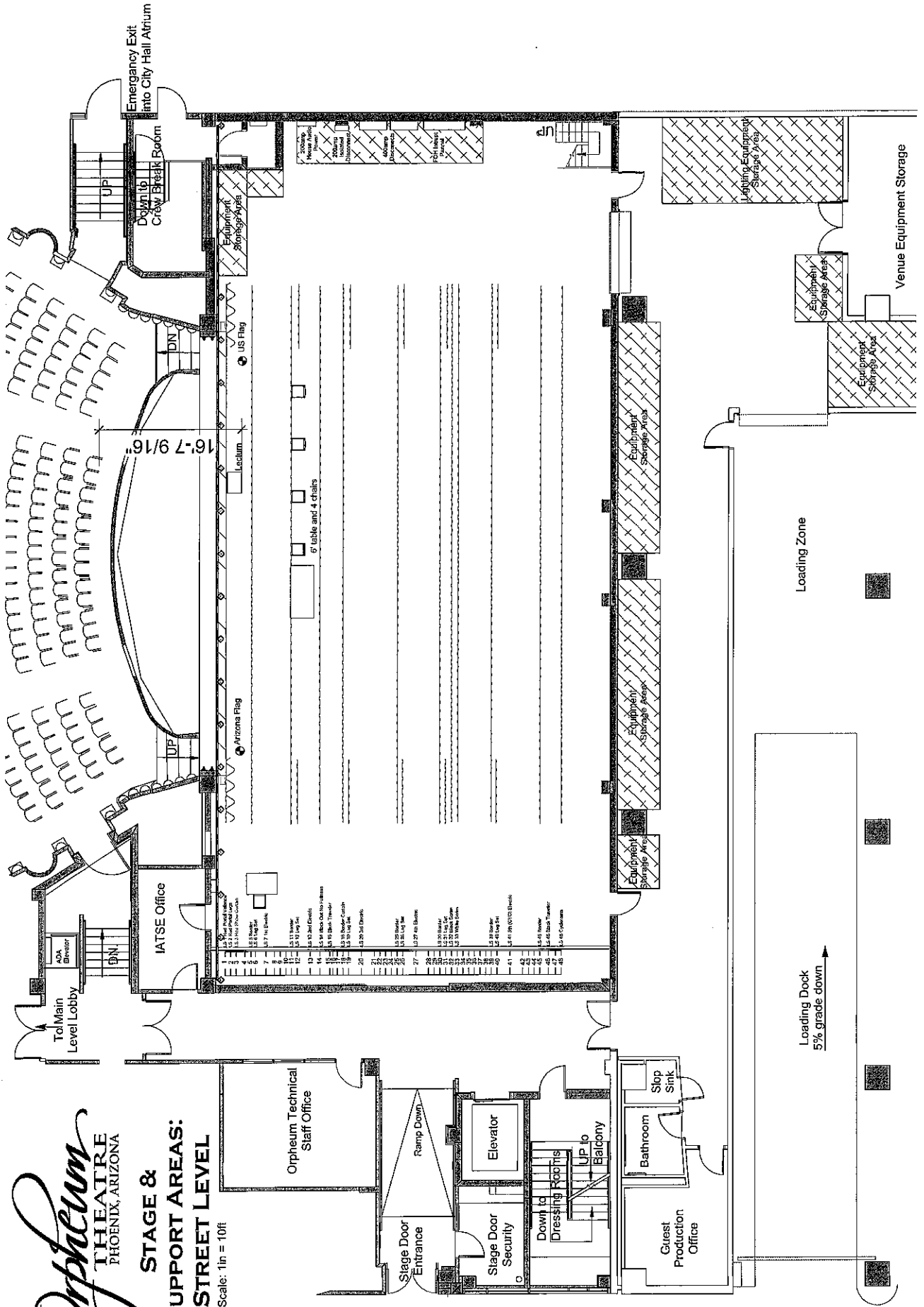




STAGE & SUPPORT AREAS: STREET LEVEL

Scale: 1 in = 10 ft

Adams Street





To: Jeff Barton, Assistant City Manager
City Manager Office

Date: April 22, 2021

From: Jerry Harper, Acting Director
Phoenix Convention Center Department

Subject: SPECIAL EVENT COVID PRE-APPLICATION: SOUTH POINTE HIGH SCHOOL COMMENCEMENT GRADUATION CEREMONY

South Pointe High School has requested to rent Orpheum Theatre to host its 2021 Commencement Graduation Ceremony. The graduation class consist of 65 seniors. The ceremony is scheduled for May 19, 2021 and is by invitation only for family members and school staff. This graduation is not a public event. The total estimated attendance including graduates, invited family members, guest speaker and School staff is not to exceed 325 people. Since 2011, Orpheum Theatre has hosted the South Pointe High School Commencement Graduation ceremony.

In monitoring the CDC guidance on community transmission threshold levels, the PCC recommends limiting the theater venue occupancy to 25 percent of seating capacity. Orpheum Theatre Audience Auditorium has total occupancy capacity of 1,364 seats. By limiting the occupancy to 25 percent and with physical distancing, the seating capacity is reduced to 341 seats. South Pointe has requested occupancy of 325 seats. Attendees will be limited to invited family members and school staff. Each graduate will receive a four (4) ticket invitations for family members to attend. Seating plan consists of a four-seat pod configuration for invited family members and family members will be required to sit together in the four-seat pod.

In discussions with South Pointe School Administrators regarding the rental License Agreement, PCC staff shared ongoing COVID mitigation and safety protocols required for events held in or on City of Phoenix properties including physical distancing measures and face coverings along with other CDC safety protocol recommendations. South Pointe has completed and submitted the City's Special Event COVID Pre-application and supporting information on its COVID-19 safety protocols for its Graduation Commencement Ceremony.

Accordingly, the PCC in collaboration with South Pointe seeks approval for its Graduation Commencement Ceremony. The attached documents describe the safety precautions taken by the PCC for Orpheum Theatre

1. PCC Event Plan Summary including PCC Cleaning and Environmental Protocols
2. PCC COVID Signage Samples
3. PCC Orpheum Theatre Floor plans, Stage Layout Plan, and Seating Plan for South Pointe Graduation
4. PCC Theater Venue Re-open Plan

We look forward to discussing the details of the overall approach for the South Pointe Graduation Ceremony.

C: Roxann Favors, PCC Theatrical Venue Administrator



At the Phoenix Convention Center managed the Symphony Hall and Orpheum Theatre, the health and safety of our guests, performers, staff and team members is our number one priority. The plan developed for our theatrical venues presents our best efforts to keep our guests, performers, staff and team members, and community safe. It follows the guidance and recommendations of the Centers for Disease Control and Prevention (CDC) and state and local public health agencies. We continue to monitor daily updates and refine the plan as the CDC and state and local public health agencies release additional guidance and information. The policies, procedures and safety protocols outlined below are subject to change based on the guidance from these entities.

The Phoenix Convention Center's (PCC) theater re-opening plan engages five strategies to ensure the safest conditions possible for future events.

1. Follow CDC recommendations on physical distancing
2. Follow CDC recommendations for personal protective measures
3. Remove touch points whenever possible
4. Engage in a process of constant cleaning and disinfection
5. Focus efforts on client communication and staff training

COVID symptom screening and temperature checks have been added safety procedures for PCC theater venues based on CDC recommendation.

In monitoring the CDC guidance on community transmission threshold levels, the PCC recommends limiting the theater venue occupancy as follows:

- **Orange – Substantial Level:** 25% of permitted building occupancy when CDC threshold levels allow.
- **Yellow – Moderate Level:** 50% of permitted building occupancy when CDC threshold levels allow.



Event Plan: South Pointe High School Graduation Ceremony
Event Date: May 19, 2021
Location: Orpheum Theatre
Hours of Operation: Graduate Rehearsal at 9:30am / Ceremony at 3:00pm
Estimated Attendance: 325 total – graduates, invited family and School Staff.

Theatre Safety Protocols

Face Masks/Coverings

Everyone in attendance including PCC staff, volunteers, service partner employees, attendees and graduates are required to wear an appropriate face mask covering the nose and mouth. Only onstage presenters may remove their mask when actively engaged in speaking. Unapproved face coverings such as neck gaiters, masks with vents or valves, and bandanas will not be permitted in the theatre building.

COVID Screening

All attendees including graduates will be required to complete a symptom questionnaire and temperature check prior to entering the theatre building. Designated check-in areas will be in the outdoor theater plazas area to conduct the symptom questionnaire and temperature checks. Physical distancing will be maintained at designated check-in areas. See Outdoor Plaza Setup layout attachment.

In addition, all PCC staff, volunteers and service partners' employees working the event will receive a temperature check and complete a symptoms screening prior to their shift. Individuals with a temperature above 100.3° will not be allowed to work the event. Anyone responding "yes" to any of the below questions will not be admitted.

Symptom Screening Questions:

- 1) Are you currently experiencing, or have you experienced in the past 14 days, any of the following symptoms?
 - **Cough** – that you cannot attribute to another health condition
 - **Shortness of breath or difficulty breathing** that you cannot attribute to another health condition
 - **Sore throat** – that you cannot attribute to another health condition
 - **New loss of taste or smell**
 - **Chills**
 - **Headache** – that you cannot attribute to another health condition
 - **Muscle pain or aches** – that you cannot attribute to another health condition, or may have been caused by a specific activity (physical exercise)
 - **Nausea, diarrhea, vomiting**
 - **Fever of 100.4°F or greater**



- 2) Within the past 14 days, have you had **contact** with anyone or cared for someone that you know had COVID-19 or COVID-like symptoms?
- 3) Within the past 14 days, has a public health or medical professional told you to self-monitor, self-isolate, or self-quarantine because of concerns about COVID-19 infection?
- 4) Have you had a positive COVID-19 test for active virus in the past 10 days?

Building Access / Que Line Plan

To minimize congestion, PCC will utilize the four designated building exterior entrance doors from the outdoor plaza area to enter into the Orpheum Theatre. Stanchions will be placed at these doors to facilitate physical distancing along with ticket scanners to scan invitation tickets for entry. Security will be provided by CSC as exclusive event security provider for the Orpheum Theatre. Exterior entrance doors and interior house doors into audience auditorium seating will be held open to eliminate touch points. Elevator capacity is limited to 3 persons.

Orpheum Theatre stage door will be utilized by school administrative staff and graduates. Additionally, PCC theater staff, volunteer ushers and service partner employees will utilize the stage door and each group with a stagger arrival times to minimize congregation.

Lobby Areas

Signage will be placed in both the main and lower lobby areas to promote physical distancing.

Water Fountains

Two water fountains have been designated for use by attendees – one in the main lobby and one in the lower lobby. Signage has been installed on the remaining water fountains to ensure physical distancing.

Food & Beverage Concession

This event will not have food and beverage service.

Restrooms

Restrooms on the main lobby and lower lobby areas will be available for attendees. PCC staff will monitor occupancy of each restroom area to avoid overcrowding. Restrooms doors will also be held open to eliminate touch points. Signage has been installed on designated sink locations to ensure physical distancing. Restrooms have a physical barrier on each individual occupant stall to ensure physical distancing. Restrooms will be cleaned prior to and during the event. Restrooms will be disinfected nightly.

Back of House Dressing Rooms

Designated dressing rooms will be utilized for graduates to put on their caps and gowns. Multiple dressing will be used to mitigate congestion. The dressing rooms will be cleaned and sanitized the prior to the event day. Signage will be installed on designated seat stations in the dressing rooms to ensure physical distancing.



Physical Distancing

A. *Onstage Commencement Ceremony*

There will be (3) school administrative staff onstage during the ceremony activities and six-foot physical distancing will be maintained. Tables and speaker lectern will be placed to maintain six-foot physical distancing, and to allow for 16 feet from the end of the stage to the first row in audience auditorium seating. Graduates will maintain physical distance in the queue line to enter the stage to receive their diplomas. Graduates will return to their seats in the audience auditorium after receiving their diploma.

B. *Orpheum Theatre Audience Auditorium Occupancy.*

The auditorium has total occupancy capacity of 1,364 seats. By limiting occupancy to 25 percent, the capacity is reduced to 341 seats. To ensure physical distancing in seating capacity, the following approach was implemented in the seating layout:

- 1) Graduates will be seated with two seats left empty between each student. The two-seat physical distancing meets the CDC revised guidance on 3 feet between students. Seat covers will be applied to the empty seats to promote physical distance.
- 2) Invited Family members and School staff member will be seated in four-seat pods with every other row of seats being left empty. Between each four-seat pod, a minimum of four seats will be left empty to meet the 6-foot physical distancing requirement by the CDC for non-household seating. Seat covers will be installed on seats not in use – seat cover image included in the PCC signage plan attachment.

Signage

Static signage was been displayed throughout the theatre to remind individuals in the building to:

- Keep physical distance using:
 - Printed signs at the entrance doors, and in the main and lower lobby areas
 - Seat Covers for unavailable/closed audience seating;
 - Sign plaques over restroom sinks, water fountains and elevators.
- Face Coverings Required
- CDC Stop the Spread of Germs

Cleaning and Disinfection Plan

South Pointe will provide hand sanitizer for onstage ceremony activities.

PCC Event Services staff has been trained in the use of equipment and chemicals for cleaning and disinfection. PCC Event Services staff will be responsible for implementing the following protocols:



A. Equipment and Cleaning Products:

Staff will utilize multiple types of equipment to clean and disinfect applicable areas in strategic matter that occurs before, day of and during the event. This equipment includes industrial vacuum machines, electrostatic sprayers, and chemical misters. The chemical products utilized in the electrostatic sprayers have proven to kill COVID-19 and cleaning solution used on touch-point areas is a quaternary-based disinfectant that kills Norovirus, VRE, and MSSA.

B. Schedule / Frequency

1) Days leading up to the Event:

- Cleaning and disinfecting the audience chamber, lobby areas, restrooms, designated back of house areas and rooms.
 - Vacuuming of floor surfaces in the path of travel.

2) Day of the Event and During the Event:

- Disinfect touch-point areas of elevator panel, door handles and hand rails.
- Cleaning and disinfecting lobby restrooms and designated backstage restrooms including countertops and other restroom touchpoints.
- Touchless hand sanitizer dispenser stations will be placed in the path of travel for attendees including auditorium door entrances, main and lower lobby areas, and key back of house and backstage areas.

HVAC Operational Controls

The Phoenix Convention Center (PCC) adheres to all building codes and regulations related to HVAC operations. We incorporate industry best practices and infectious disease mitigation strategies to maintain a safe environment. Below is our operating specifications and procedures related to HVAC operations.

A. Air Filtration and Preventative Maintenance

- Air filters in Orpheum Theatre are as follows; MERV 8 prefilters and MERV 14 final filters.
- Filters are changed in all buildings when Differential Pressure gage reads $\frac{3}{4}$ " water column (WC) on the differential pressure gage, in all Air Handling Units (AHU). Differential Pressure is read and monitored on both pre-filters and final filters.
- Temperature in the client spaces are controlled by Variable Air Volume units (VAV).

B. MERV Ratings

- Below is the Minimum Efficiency Reporting Value (MERV) level rating for air filters, this rating is derived from a test method developed by the American Society of Heating,



Refrigerating, and Air Conditioning Engineers (ASHRAE). The higher the MERV rating the better the filter is at trapping specific types of particles. The PCC utilizes high-efficiency air filters that exceed ASHRE recommended MERV ratings for non-healthcare buildings.

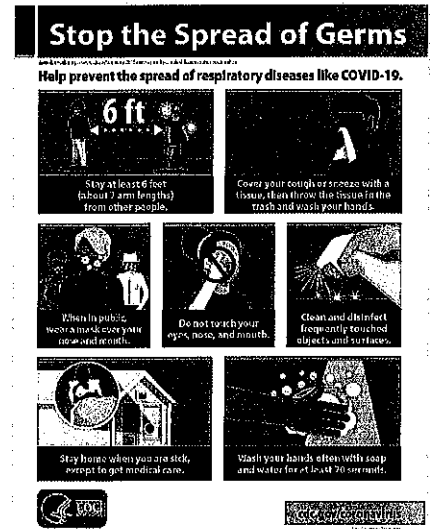
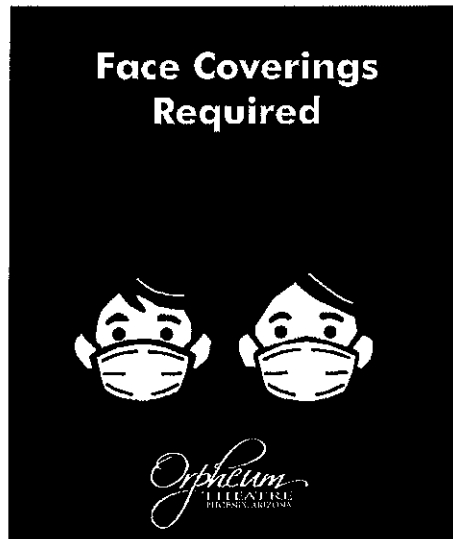
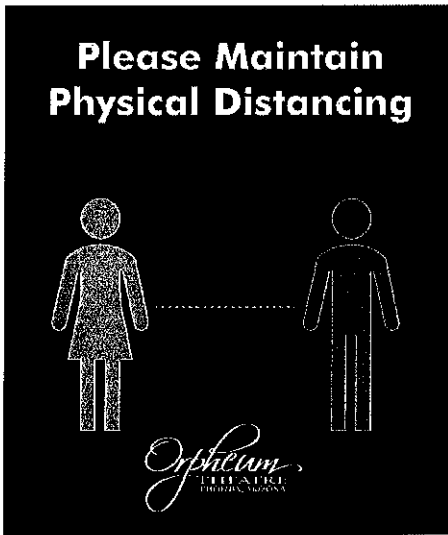
MERV Rating	Average Particle Size Efficiency in Microns
1-4	3.0 - 10.0 less than 20%
6	3.0 - 10.0 49.9%
8	3.0 - 10.0 84.9%
10	1.0 - 3.0 50% - 64.9%, 3.0 - 10.0 85% or greater
12	1.0 - 3.0 80% - 89.9%, 3.0 - 10.0 90% or greater
14	0.3 - 1.0 75% - 84%, 1.0 - 3.0 90% or greater
16	0.3 - 1.0 75% or greater

C. Outside Air

- PCC will increase the ventilation of outside air through the exterior air dampers to maximum amount possible. Due to the extreme Arizona heat and high humidity during the summer months, the percentage of outside air will vary based on outdoor conditions.
- Dampers in Orpheum Theatre are controlled by the building automation system and based on needed airflow and temperature, PCC staff can set the outside air dampers to open and allows more outside air to disburse the CO2.
- PCC maintains the humidity levels in our theater venue buildings by temperature set points and limiting thick moisture from getting inside.

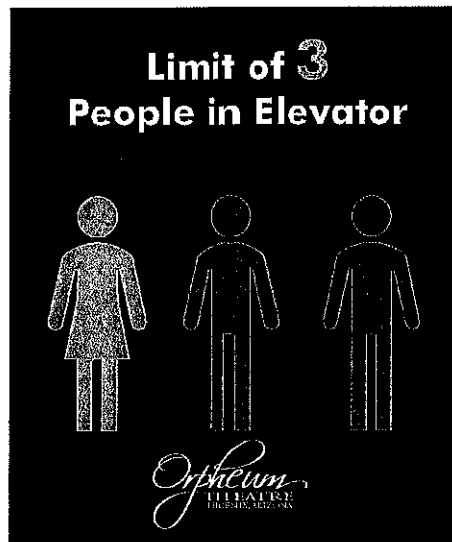
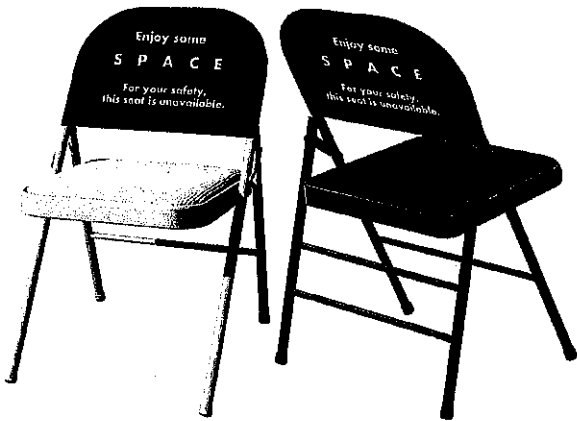


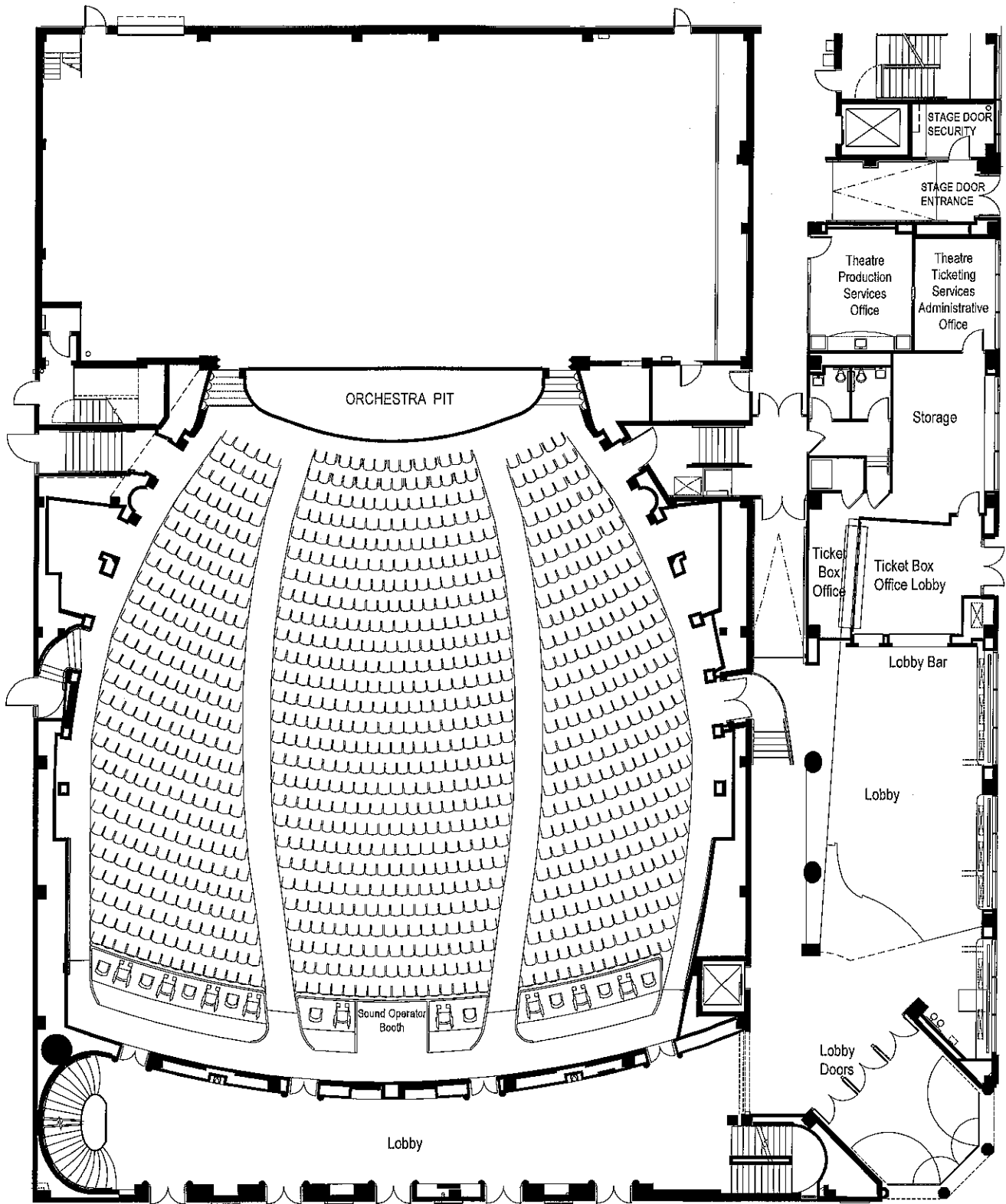
Sample COVID Signage – Orpheum Theatre





Sample COVID Signage – Orpheum Theatre

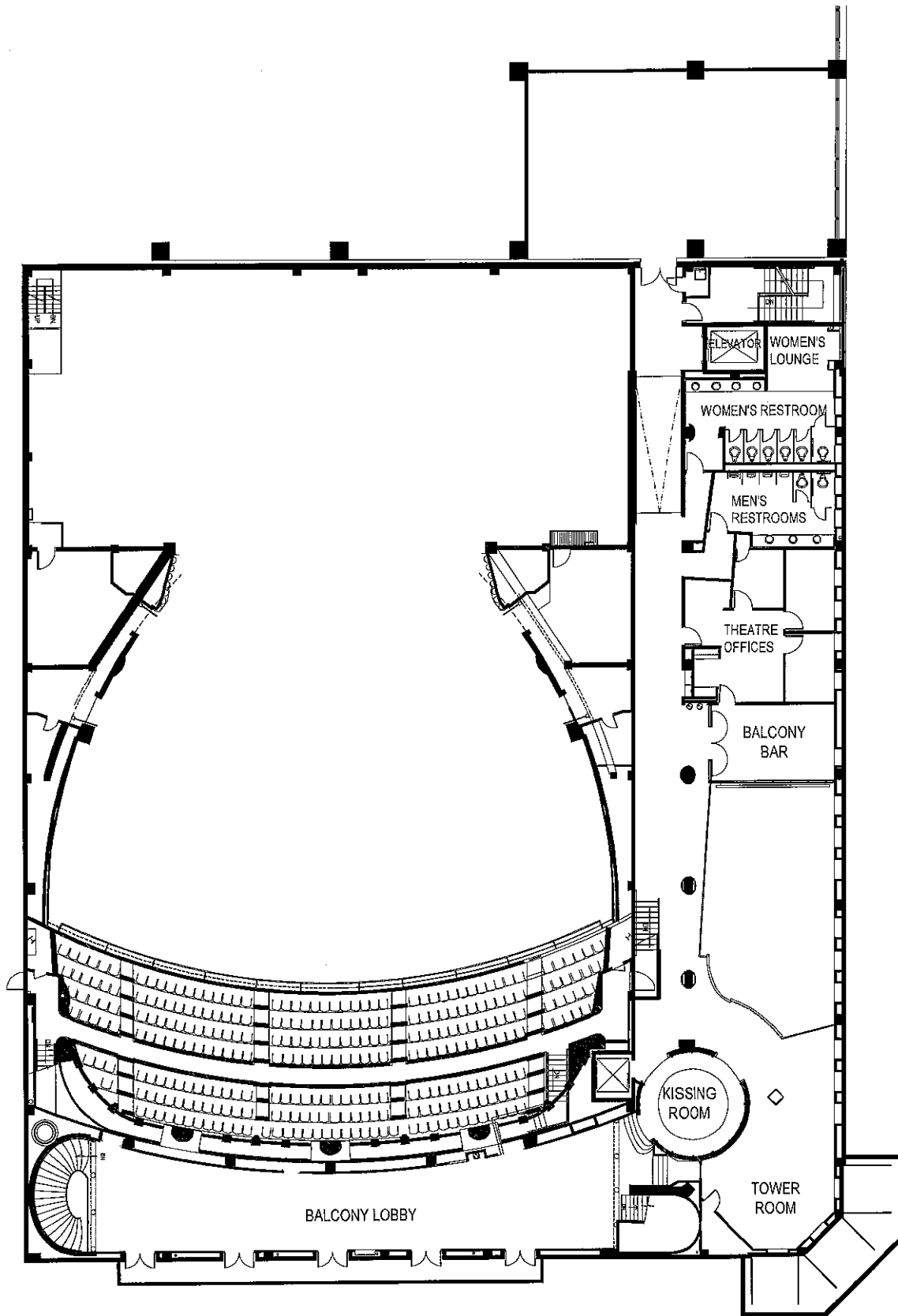




Orpheum Theatre



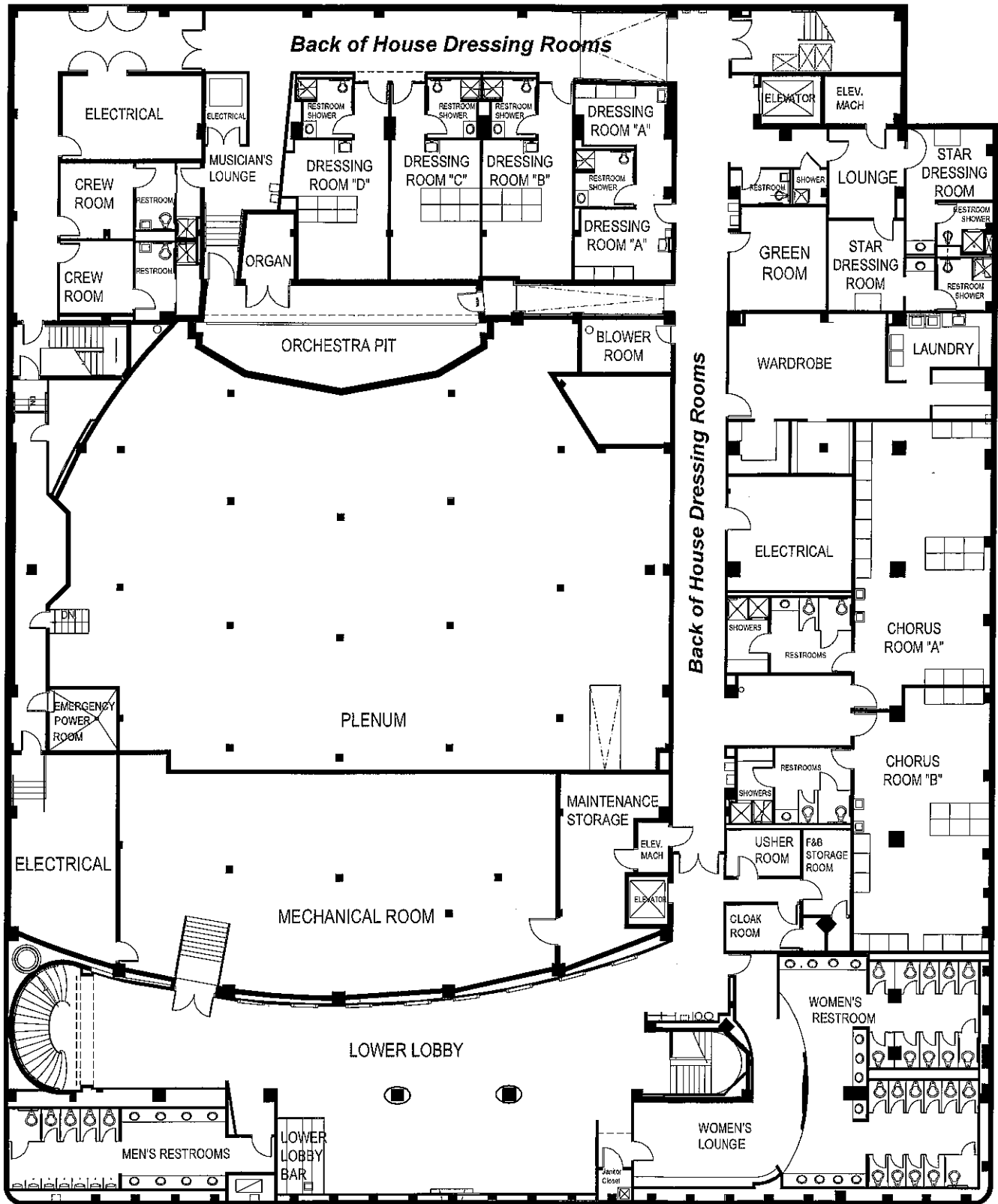
House Level



Orpheum Theatre



Mezzanine Level



Orpheum Theatre



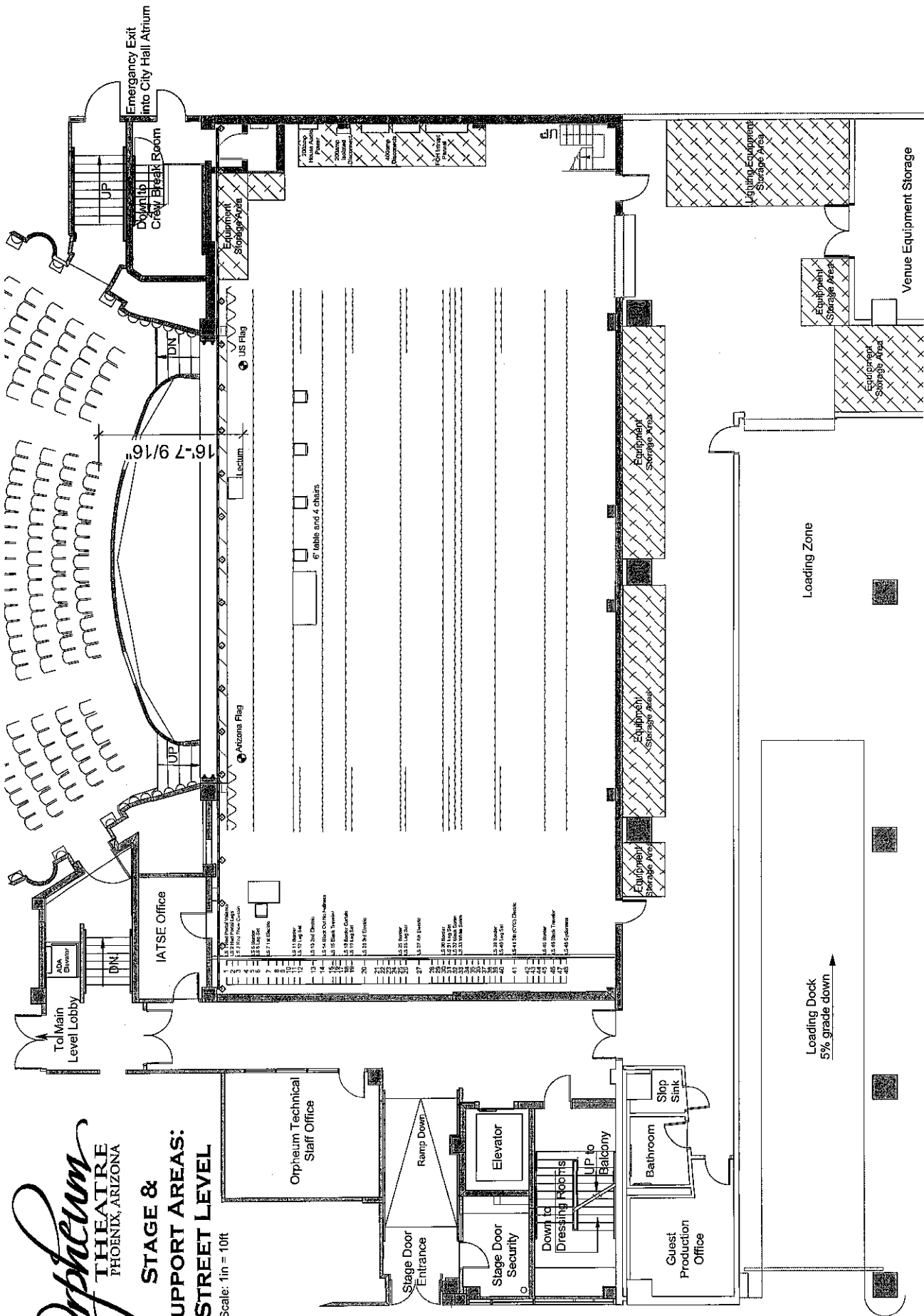
Basement Level

Orpheum THEATRE PHOENIX, ARIZONA

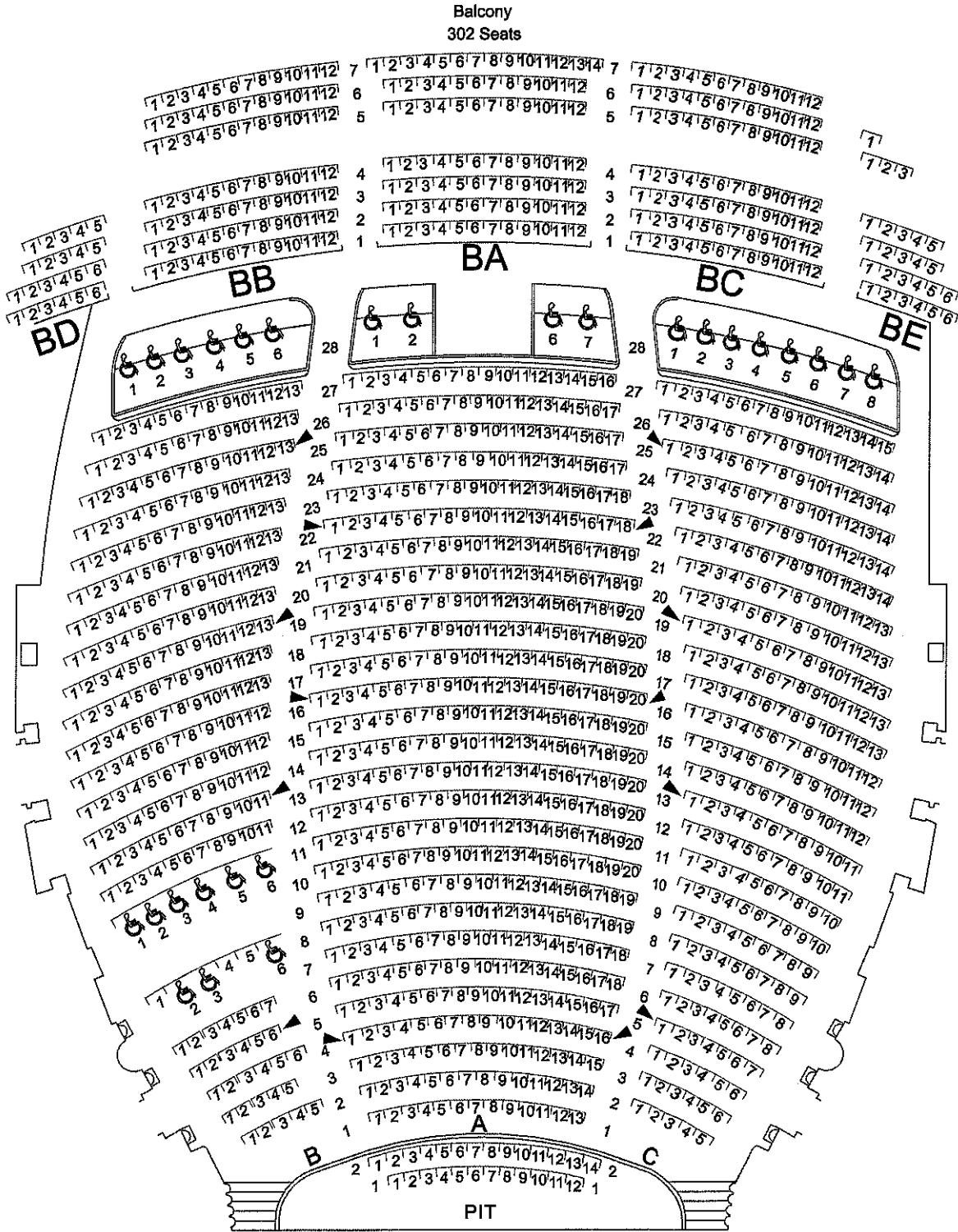
STAGE & SUPPORT AREAS: STREET LEVEL

Scale: 1in = 10ft

Adams Street



Pre-COVID Seating Layout / Capacity



STAGE

Pit 26 Seats	Main Floor 1,036 Seats	Balcony 302 Seats
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TOTAL

1,338 Seats
1,364 w/Pit Seating



Orpheum Theatre
203 West Adams
Phoenix, Arizona 85003

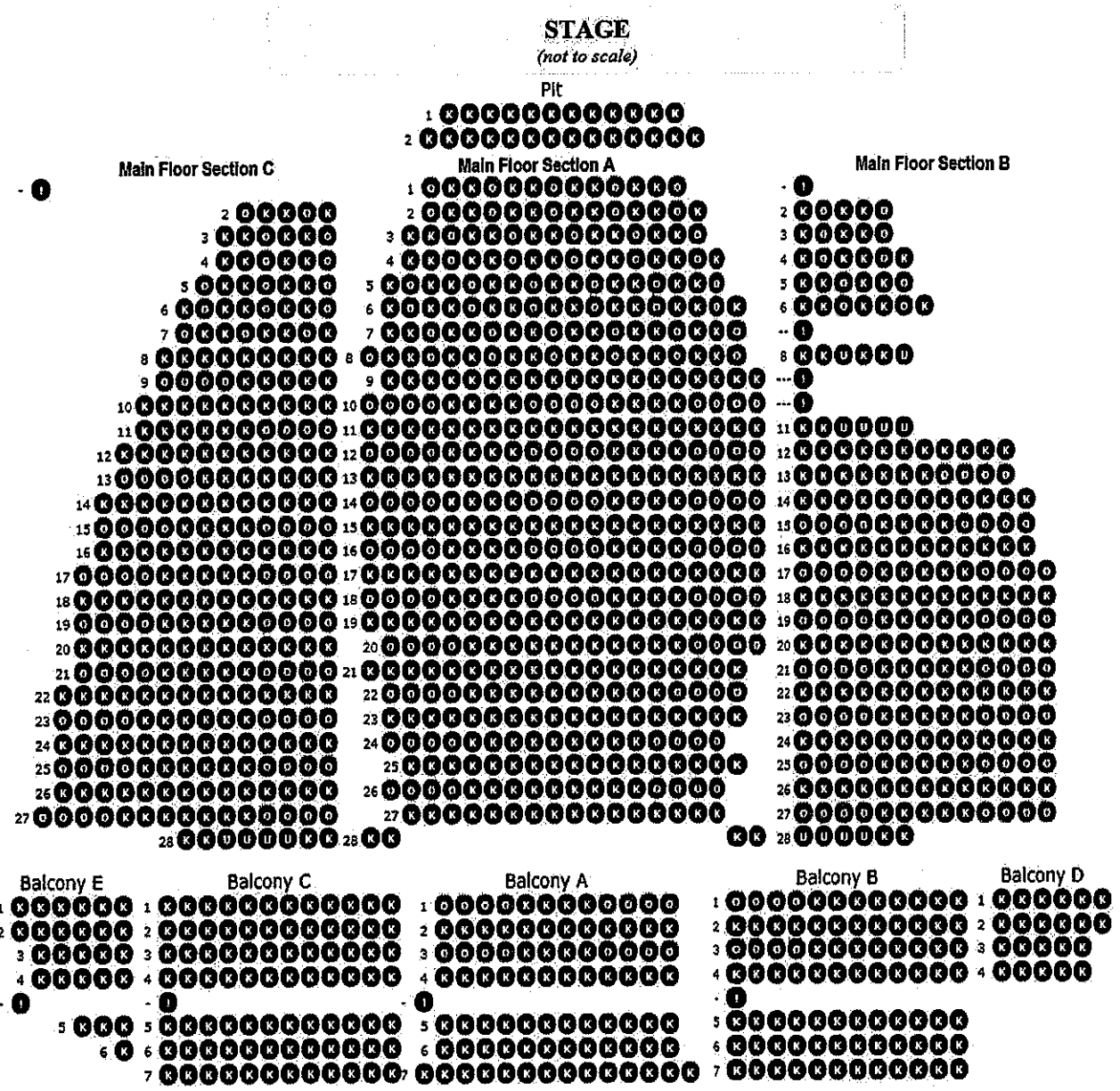
Rev 10/20/08



Southpointe High School Commencement Physically Distance Seating Layout

Physically Distanced Total Seating Capacity = 328

- Ⓞ Available Seats: 314
- Ⓢ Available Accessible/ADA Seats: 14
- Ⓚ Unavailable / Kill Seats: 1,036





NORTH

**PLAZA:
STREET LEVEL**

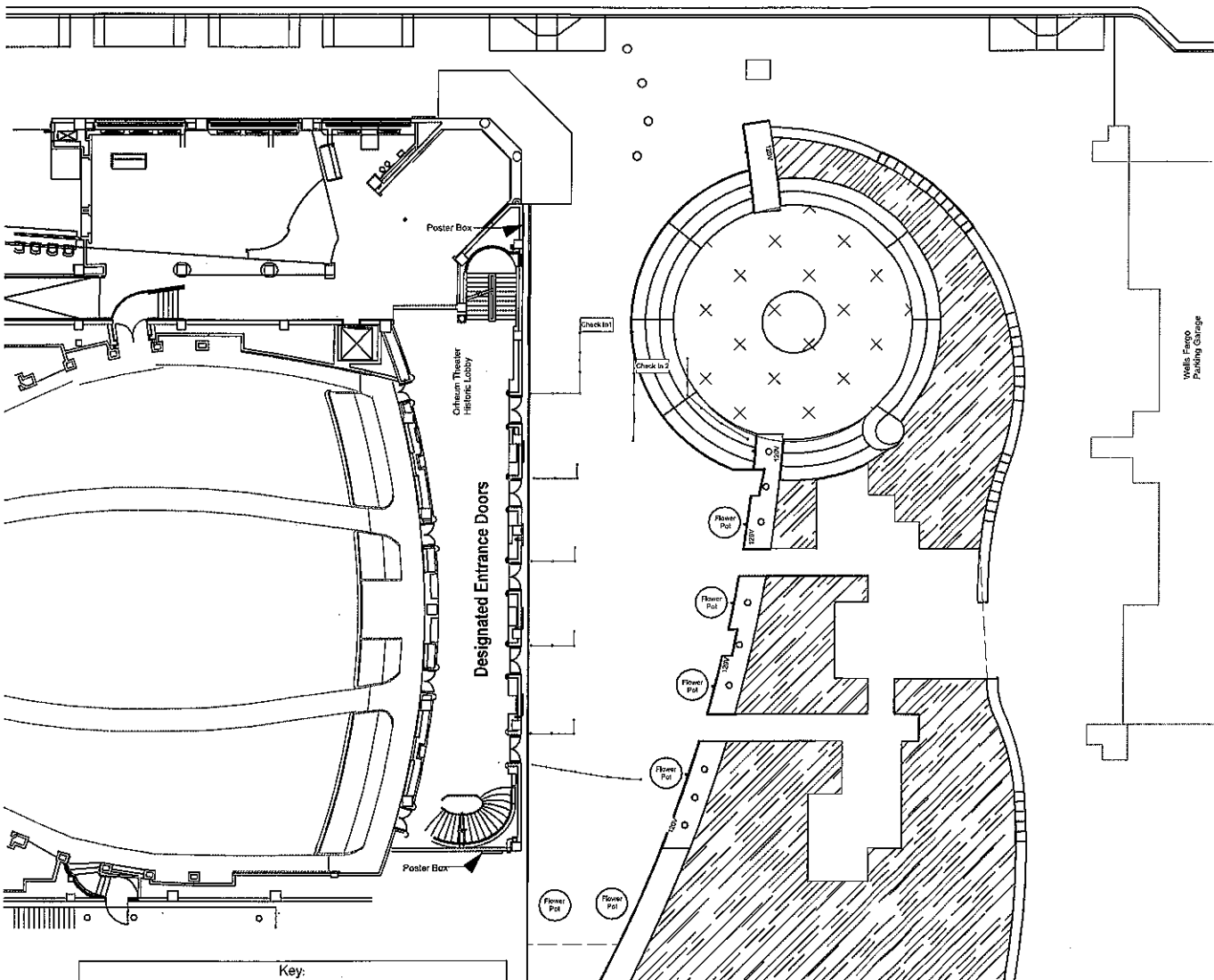
Scale: 1in = 30ft

2ND AVENUE

**Outdoor Plaza Area
Check-In Areas
Symptom Screening &
Temperature Check**

Queue Line Plan for Entry

ADAMS STREET



Key:



Trees and Shrubbery



No Sell area:
Friends of the Orpheum
Donor Bricks



120 volt 15 amp

Reopen Plan

October 2020

Symphony Hall
PHOENIX, ARIZONA

Orpheum
THEATRE
PHOENIX, ARIZONA

OUR PROMISE

As the news of the Novel Coronavirus pandemic (COVID-19) continues, we want to assure you that we are proactively taking the necessary steps to help you feel confident about your future events at the Orpheum Theatre and Symphony Hall.

We've built a **reputation of excellence** in customer service by setting our own very high standards.

Our dedicated team is making every effort to prepare for reopening because the health and safety of our guests, community, partners and employees is of the utmost importance. Regardless of the uncertainty of the situation, we want you to know we're going to apply **practical solutions** and provide **personalized care**.

Symphony Hall
PHOENIX, ARIZONA

Orpheum
THEATRE

OUR APPROACH

We're communicating frequently with industry experts, healthcare professionals, representatives of the Centers for Disease Control and Prevention (CDC), and others, to stay apprised of any changes in the situation and its continued impact to our industry.

Our theater venues are resuming business operations in accordance with the Arizona Department of Health Services' (ADHS) reopening requirements for indoor theatres issued on August 10, 2020.

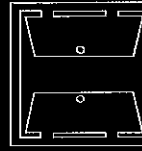
We will continue to monitor the latest information and follow the guidance of the CDC, ADHS, and other local, state and federal public health agencies, utilizing *five strategies* applied to each area of our operations.

The Phoenix Convention Center & Venues reserves the right, at its discretion, to change, modify, add, or remove portions of the strategies and approach at any time. This reopen plan also does not include all considerations or alternatives.



STRATEGY 1

Engage in a process of constant cleaning and disinfecting.



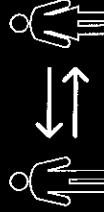
STRATEGY 2

Remove touch points wherever possible.



STRATEGY 3

Encourage personal preventive measures.



STRATEGY 4

Follow recommendations for physical distancing.



STRATEGY 5

Focus efforts on client communication and staff training.

Symphony Hall
PHOENIX, ARIZONA

Phoenix
THEATRE
PRESENTS

A Reputation
Of Excellence.

Symphony Hall
PHOENIX, ARIZONA

Symphony
PHOENIX, ARIZONA

STRATEGY 1

Engage in a process of constant cleaning and disinfecting.

We're pleased to share that Phoenix Convention Center managed Orpheum Theatre and Symphony Hall have instituted the highest standards of cleaning and disinfecting as developed by the International Sanitary Supply Association (ISSA) – the world's leading cleaning industry association.

These standards maintain an organized, effective approach to theater venue work practices, protocols, procedures, and systems to control risks associated with infectious agents, such as SARS-CoV-2, the virus responsible for COVID-19.

We will apply these standards and guidelines to each step in the event process, from event advance and site visits through performance event days. We are committed to providing a clean, safe, and healthy theater environment for our guests, performers and show organizers.

The following program guidelines, developed by ISSA, align with our mission to provide the highest levels of customer care in our theater experience for our guests, performers and show organizers:

- Organizational roles, responsibilities, and authorities
- Facility commitment statement
- Sustainability and continuous improvement
- Conformity and compliance
- Goals, objectives and targets
- Program controls and monitoring
- Risk assessment and risk mitigation strategies
- Standard Operating Procedures (SOP)
- Tools and equipment
- Cleaning and disinfection chemicals
- Inventory control and management
- Personal Protective Equipment (PPE)
- Waste management
- Personnel training and competency
- Emergency preparedness and response
- Facility infection disease prevention practices
- Worker health problem
- Audits and inspections
- Control of suppliers
- Documentation management

Symphony Hall
PHOENIX, ARIZONA

Orpheum
THEATRE
PHOENIX, ARIZONA

Practical Solutions.

Symphony Of Fall
PHOENIX, ARIZONA

Symphony
PHOENIX, ARIZONA

STRATEGY 2

Remove touchpoints wherever possible.



From entrance to exit, and doors in-between, we're providing solutions to help you navigate throughout our theater venues *without a touch*.

Wherever possible, we've modified doors to stand open on their own and will have designated entrance and exit portal doors into theater auditoriums, to help guests have a seamless experience while also promoting physical distancing.



We have implemented the use of a fully automated *parking access system* in each of our five public parking facilities. The system eliminates on-site person-to-person interactions and prevents unnecessary contact points.

Traffic lanes will be equipped with automated terminals, on-site pay station machines for cash payments and the ability to process credit card payments at entry or exit. Additionally, we'll have the capability to process QR and Bar Code credentials at entry and exit lanes.



Our Ticket Office is currently equipped for physical distancing with the use of *technology* and the physical glass ticket windows.

Event tickets are available for purchase through our online ticket platform and over the phone.

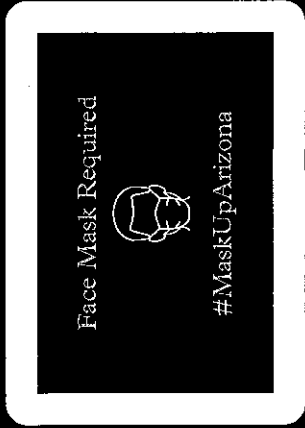
Symphony Hall
PHOENIX, ARIZONA

Symphony
THEATRE
ARIZONA

Personalized Care.

Symphony Of Life
PHOENIX, ARIZONA

Symphony
TELETYPE
PRODUCTION



STRATEGY 3

Encourage personal preventive measures.

To help combat the spread of COVID-19 and other infectious diseases, **all guests, employees, ushers and volunteers will be required to wear a face covering** that cover the mouth and nose, always, while in any of our theater venues.

Guests

As guests visit our theater venues, they will see frequent reminders to wash their hands and take protective measures. Hand sanitizer stations will be liberally dispersed throughout our theater venues.

Employees, Ushers, Volunteers

Our employees, ushers, volunteers and employees of our service providers, will be required to practice responsible personal protective measures. In addition to required face coverings, employees, ushers and volunteers will be required to wash their hands frequently and to wear gloves when providing some services to guests.

STRATEGY 4

Follow recommendations for physical distancing.

We will follow the CDC's recommendations for **COVID-19** response that is also consistent with other local, state and federal public health agencies.

Physical distancing will be reflected in theater audience chamber, food and beverage service concessions, and lobby areas. Our ticket office staff will ensure seating assignments incorporate appropriate physical distancing measures.

Here are a few **physical distancing practices** you can expect during your next visit:

- Signage on audience seating that promotes physical distanced seating
- Elevators reserved for individuals with disabilities
- Elevators with a maximum occupancy of three individuals
- Signage that promotes the use of every 3rd step when behind others on the escalators
- Designated door assignment on tickets for audience seating.

Enjoy some space.

Seat reserved for another day.



Thank you for practicing physical distancing.

Symphony Hall
PHOENIX, ARIZONA

Phoenix
SYMPHONY ORCHESTRA

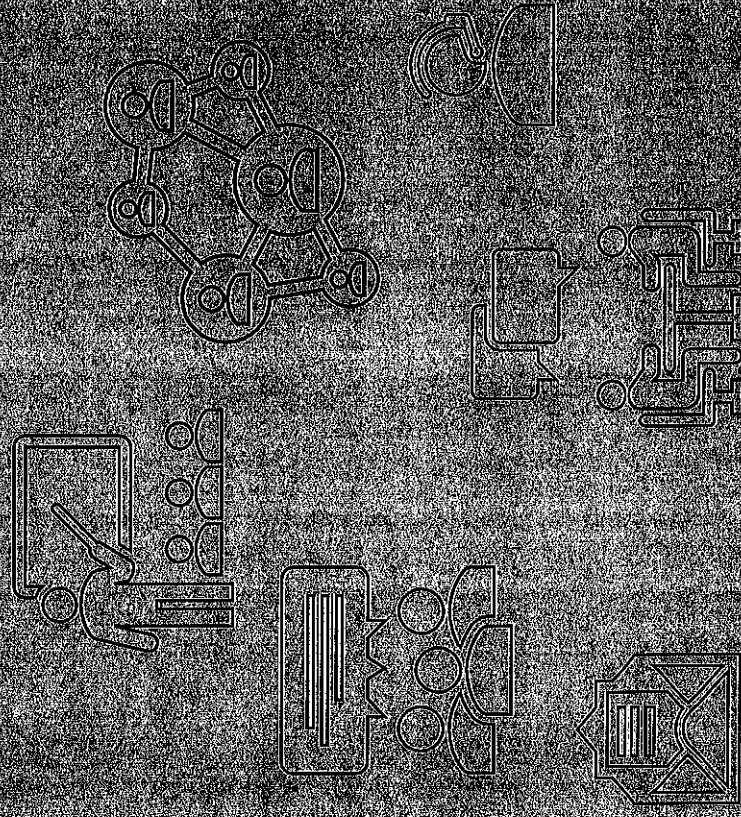
STRATEGY 5

Focus efforts on client communication and staff training

Our goal is to provide an environment that understands the safety requirements, protocols and expectations of what each of us can do to stay safe and prevent the spread of COVID-19 and other infectious diseases.

Communication is crucial during times of uncertainty and our team is preparing to partner with the resident, companies and show organizers to promote safe produce, relevant messages about what to expect in our theater venues for their targeted audience. While in our theater venues, guests will see video reminders to practice personal preventative measures as previously outlined.

Our dedicated employees, ushers, volunteers and employees of our service partners will continue to receive training and **constant** reminders to practice personal preventative measures as well. Additionally, employees, ushers and volunteers will receive training and constant reminders on our disinfecting protocols.



RIGHT PEOPLE, RIGHT TIME

While we execute the five strategies of our reopen plan, it's important to share that one of the key factors in the success of performances in our theater venues is the service support guests receive from our dedicated services partner.

Our exclusive food and beverage service provider, **Aventura Catering**, takes great pride in handling every detail of your food service needs, providing the utmost in quality, flavor, presentation and variety in food and beverage service. Aventura has incorporated the five strategies in their food and beverage service. Here are a few changes you can expect during your next visit:

Concessions

- All food will be served in containers with hinged lids or covers
- Queuing lines will be managed with stanchions and signage to facilitate physical distancing
- Limit the number of Point-of-Sale open at each location to allow for physical distancing
- Dedicated cashier for cash handling
- Additional signage to promote cashless options and pre-ordering options

Beverage / Bar Service

- Wine glasses will be switched out between pours
- Elimination of all cocktail fruit at bar locations
- Cans will not be opened by bartenders
- Dedicated attendant at self-serve bar locations to keep kiosk clean between guest use
- Limit the number of Point-of-Sale open at each location to allow for physical distancing
- Additional signage to promote cashless options and pre-ordering options

Safety & Sanitation

- Install protective dividers at self-service kiosks and bar locations, where possible, to protect both guests and employees
- Additional health policy standards and procedures for all staff including handwashing and wearing of protective equipment such as masks and gloves
- Enhanced education and training initiatives to ensure proper food safety and handling
- Enhanced cleaning and sanitizing protocols for all equipment and food service areas including concessions stands, portables and bars.
- Increased frequency for cleaning and disinfecting of high touch point areas



aventura
A PREMIER CATERING COMPANY

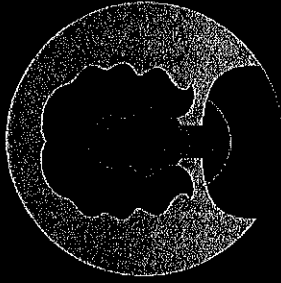
OUR COMMITMENT TO EXCELLENCE

Our goal is to provide you with the best service, and we're committed to **exceeding your expectations.**

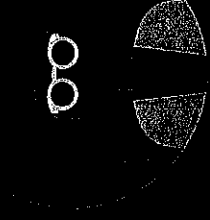
We work together with our downtown partners to provide our guests seamless service and we're working harder than ever to ensure our theater venues are safe, secure and exceptionally clean.

In this rapidly changing environment, we will continue to evaluate all of our actions to ensure we are making the right decisions for our community, guests, partners and employees.

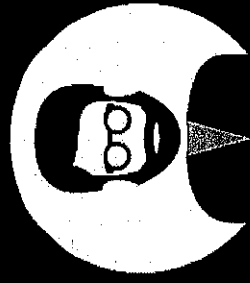
We look forward to hosting you soon.



"Welcome to our theater!
Ask me about our new
protocols to providing a safe
and clean environment."



"I can assist with
recommendations on all the
great amenities Downtown
Phoenix has to offer!"

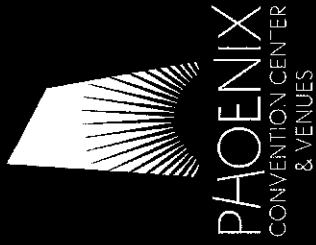


"Our service partners stand
ready to deliver the high-
quality services you've come
to know and expect."

Symphony Hall
PHOENIX, ARIZONA

Symphony
UNIVERSITY

Symphony Hall
PHOENIX, ARIZONA



Orpheum
THEATRE
PHOENIX, ARIZONA

FAMILY OF VENUES

Phoenix Convention Center
Orpheum Theatre - Phoenix
Symphony Hall - Phoenix
Parking Venues

100 North Third Street • Phoenix, Arizona 85004
602.262.6225 • TTY 602.495.5045

PhoenixConventionCenter.com