

Covid-19 Reopening Guidelines

Zoellner Arts Center is making every effort to mitigate the risks associated with Covid-19 and to do its part in maintaining the health and safety of Zoellner's students, faculty, staff and patrons as well as the greater Lehigh campus. This document details the policies and procedures in place at Zoellner.

[Coronavirus disease 2019 \(COVID-19\)](#) is a respiratory illness that can spread from person to person. It spreads between people who are in close contact with one another (within about 6 feet) and through respiratory droplets produced when an infected person coughs or sneezes. [Symptoms](#) can include fever, cough, lacking sense of smell or taste or difficulty breathing, which may appear 2-14 days after exposure.

I. MAINTAINING A HEALTHY WORK ENVIRONMENT

A. PRIOR TO ENTRY

- All employees must self-screen prior to arrival on campus; stay home if you are sick or showing symptoms.
- Employees should inform their supervisor if someone in their household has or has been exposed to COVID-19.
- Masks must be worn at all times.

B. MITIGATION MEASURES

- Increased hand sanitizer stations (25 total) throughout the building:
 - Entrances (11 total)
 - First floor: (2) loading dock area, (1) Art Gallery loading dock entrance, (1) inside the Stage Door, (1) side entrance to Baker Hall from the parking deck, (2) Tamerler Courtyard entrance, (2) main entrance doors from Packer Avenue
 - Second floor: (1) Goodman Lobby, (1) Butz Lobby
 - Third floor: (1) third floor practices rooms, (1) third floor terrace
 - Inside the Building (10 total)
 - (2) Baker Hall Orch doors, (2) Atrium Lobby
 - (1) HL-BH- GT door, (1) HR-DT door, (1) 3rd flr-fly rail door)
 - (1) Baker Hall Stage Right, (2) Baker Hall Stage Left
 - Elevators (4 total) 1 at each level inside building; (1) inside parking deck

- Increased the ventilation via the building ventilation system and we are making every effort to allow outdoor ventilation by leaving the loading dock garage door in it's open position during work hours.
- More frequent sanitizing of touchpoints- door handles, railings, etc.
- Provided facial tissues, paper towels, sanitizing wipes and no-contact disposal receptacles
- Provided fully stocked wash stations for workers and staff in Baker Hall (upstage left) and in Diamond Theater (backstage left). These stations will be equipped with soap, water, paper towels and hand sanitizer. Hand Washing areas are also located on each floor in the restrooms.

C. GENERAL PRACTICES AND OFFICE WORK

- All persons entering the building must wear a mask
- We strongly encourage the use of your own PPE such as gloves, mask, goggles &/or face shields when appropriate. If you do not have your own, or have forgotten your PPE, we will have a supply for use (*The following should have their own: members of the campus community, our regular crew and the various building constituents should provide their own to their guest artists [i.e. Art Gallery, Dept. of Theatre, Dept. of Music, Zoellner Administration]*).
- All staff, crew & volunteers will be trained in use and safe removal of PPE.
- Wash your hands often with soap and water for at least 20 seconds.
- Cough or sneeze into your elbow, not your hands; avoid touching your eyes, nose, and mouth.
- We discourage shared use of phones, workstations, offices, or other work tools and equipment i.e. keyboards, handrails, and doorknobs. Sanitize before and after each use.
- Provide hand sanitizer and sanitizing wipes in common spaces and routinely disinfect touch points.
- Practice physical distancing whenever possible
- Avoid handshaking
- Appoint an Infection Mitigation Coordinator
- Encourage flexible work hours (i.e., staggered shifts and breaks), especially for those with shared offices or small work spaces. Supervisors need to review with the employee to decide and manage how this will be implemented; have written and agreed to by employees it is affecting.
- Provide written and posted protocols of refusal policies for employees displaying symptoms and/or complying with safety checks, use of PPE

D. FRONT OF HOUSE

- Ticket sellers and ushers will be provided PPE- masks and gloves
- Protective barriers installed in open ticket windows- plexiglass in opening at head height
- Close every other ticket window
- Encourage cash-free payment- patron to swipe own card (disinfect machine pre and post transaction)

- Disinfect Ticket Office work area regularly (several times per day + at all shift changes)
- Disinfectant wipes/sanitizer available to guests at touch points (queue, windows)
- Contactless ticket options– Concerted effort to increase mobile and PAH tix
- Relocate printers to allow guests to retrieve tickets directly from the printer, if possible
- Install physical distancing controls for queuing
- Encourage guests to pick up tickets in advance of performance date

E. TECHNICAL SERVICES

■ STAGE DOOR & LOADING DOCK AREAS

- Truck drivers with tours should follow the information from the fronting document
- Designate separate entrances for special deliveries and receiving
- Use signs to designate compliance for PPE
- Disinfect equipment from trucks as they are unloaded, if possible
- Follow current guidelines about surface contamination
- Install floor markings for safe distancing
 - Designate an in and an out door for large load-ins, possible
 - Use both sides of the elephant door for in and out traffic
- Work in consistent teams to limit exposure
- Disinfect touch points within entryway
 - Have disinfectant wipes nearby to encourage frequent cleaning

■ FLY RAIL & GRID LEVELS

- Reduce overhead work whenever possible or stagger timing of activities to reduce risk. Rig all points in advance if possible.
- Provide hand sanitizer stations and disinfectant wipes- sanitize hands/gloves before and after touching ropes.
- Disinfect touchable surfaces and weight stacks after use; encourage alternatives to the climbing ladders, if possible, encourage using the elevator or wear gloves

■ ON STAGE, STORAGE AREAS - CAGE & TRAP ROOMS, LOBBIES

- Reduce number of personnel allowed onstage
- Develop a per show/event strategy for staffing levels and on stage locations during load in, show run and strike for crew
- Disinfect all high risk equipment after each use- i.e. radios/headsets, microphones, safety equipment, costumes, etc.
- Spray/Disinfect/Clean stage and stage areas daily
- Clean frequently used items, such as tables, chairs, music stands, etc. whenever they get used

■ CONTROL BOOTHS - Lighting, Sound, Recording

- Reduce the number of personnel permitted in booths to conform with physical distancing guidelines
- Encourage touring companies to not use enclosed booth spaces whenever possible
- Install sneeze partitions where possible
- Disinfect touchable surfaces after use, provide hand sanitizers in the booths

■ BREAK ROOMS, CREW & PRODUCTION COMMON AREAS

- Eliminate buffet style catering; use individually packaged beverages, snacks, utensils, etc.
- Find an alternative space for breaks that have increased space

■ DRESSING ROOMS, GREEN ROOM & TOURING COMPANY PRODUCTION OFFICE

- Provide visiting company and staff (clients and guest artists) with PPE, if needed
- Disinfect wipes and sanitizer available at entry and in restrooms, dressing rooms and green room, daily and between events
- Limit occupancy of each dressing room to comply with physical distancing
- Artists should wear PPE in dressing rooms, backstage and in the green room as often as possible

■ WARDROBE & WIG STUDIOS

- Limit use of washing machines to show laundry only
- Work with visiting companies on quick change positions to add curtain barrier between stations
- Clean touchpoints constantly during high usage

■ ORCHESTRA PIT

- Follow the guidelines for musicians set up
- While working in the pit, follow stage/storage area guidelines listed above
- Install sneeze guards/mute shields between musicians, if possible

■ TRANSPORTATION: Runner/Transportation issues to consider

- Driver Health: When drivers report for duty, they should undergo the same screening for temperature or infection symptoms as other workers.
- Vehicle Capacity: As in all other public areas, physical distancing should be enforced in buses, vans and other ground transportation to the extent possible. For example, nine passengers plus a driver could fill a fifteen-passenger van in order to allow more space between riders. This may require adjustment of existing plans to provide additional vehicles or multiple trips.
- Passenger Hygiene: Passengers should wear face coverings and gloves while riding, and wash hands or use hand sanitizer after leaving the vehicle.
- Vehicle Cleaning: Transportation providers should disinfect the passenger compartment after every trip, including all hard surfaces, seats, headrests, seatbelts, seat belt buckles, and armrests. Nothing should be left in the rear of the vehicle that could be touched by more than one person, such as papers, water bottles, or coffee cups. All vehicle operators should be trained regarding the surfaces passengers are likely to touch and the cleaners, disinfectants, and PPE needed to clean and disinfect them. Additional time between trips must be reserved for this process.

II. PHYSICAL DISTANCING AT EVENTS- Patron Areas

A. ARTS CENTER INGRESS AND EGRESS

- Signage at all entrances of the building (see communications section).
- Identify certain doors as exit-only when patrons are mostly entering the building- Signs posted throughout the parking deck as well as on doors.
 - Butz Lobby: parking deck door exit-only, signs directing patrons to glass doors. Butz Lobby glass doors split for enter/exit-only
 - Goodman Lobby: exit-only
 - Front (Packer Ave) entrance: split for enter/exit-only
 - Tamerler Courtyard entrance: split for enter/exit-only
 - Third floor doors (parking deck): enter and exit for ADA
- Parking
 - Parking attendants are to wear PPE, encourage cash-free payment and disinfect card readers regularly.
 - Parking deck elevator and kiosk- post a sign at the elevator. Clean the kiosk frequently during an event when it is used
 - Signage in parking deck to entrances

B. LOBBY AREAS

- Concessions
 - Only pre-packaged food and beverages are permitted (If permitted by the university)
 - Establish line direction, spacing and alternate locations
 - Implement pre-ordering system via app for purchases
 - Plexi-glass shield provided to Mustard and Cheese; Sodexo to provide their own
 - Mustard and Cheese to follow same guidelines as Sodexo
 - Establish areas where masks can be removed temporarily to consume concessions
- Merchandise
 - Relocate merchandise location to Butz Lobby for Guest Artist's and Rentals- equipped with Plexiglass shield
 - Sell Music Dept CDs through ticket office
 - Establish line direction, spacing and alternate locations
- Restrooms
 - If possible or necessary: Staff the restrooms to monitor numbers of people in and out of bathrooms.
 - Tape floor inside of restroom for lines and lanes.
 - Signs directing to other restrooms.
 - Signs inside the restroom about physical distancing.
 - Reduce the use of every other sink and urinal by taping them off
- Coat room
 - Cancel coatroom through fall on a case by case basis
 - Open for rain in Fowler Black Box Theatre if possible (one way path for entry/exit)
- Ticket Office lines and interactions
 - Establish line direction and spacing

- Staff to sanitize the counters between patrons, wear gloves when handling cash.
- Establish will-call pickup time slots to control peak traffic as needed
- Elevator use (following LU Guidelines)
 - Hire elevator attendants for (2) public elevators (depending on Lehigh guidelines)
 - self policing with signage
- Lobby Congregation/Common Spaces
 - Set up markers/signs for gathering in the lobby following University Guidelines
 - Manage patron expectations
 - Assign specific entry doors to control crowd movement as needed
 - Cover water fountains, leave bottle fillers available.
 - Minimize items that encourage gathering such as a step & repeat, photo ops, M&G's

C. ENTERING & EXITING THE THEATRES

- Baker Hall: Split orch as enter/exit. Post signs near Grand Tier and Balcony entrances to adhere to physical distancing guidelines.
- Instruct patrons using stairs in Baker Hall to stay against the wall in aisles and not near seated patrons.
- Relocate scanning locations away from doorway to increase distancing
 - Diamond Theatre- scan at archway
 - Baker Hall- a few feet from the doors
- Contactless ticket scanning
- Institute distanced-seating for both General Admission and Reserved seating.
- Load theatre by section to reduce overcrowding at doors
- Load theatre from front to back as possible to eliminate crossover contact for General Admission events
- Limit guest movement to designated seating area only
- Implement contact-free playbill/program distribution.
- Dismiss rows or sections at a time, starting with areas nearest to exits; establish and announce direct exit routes
- Reduce backstage access
- Do not reuse playbill

III. INCREASED CLEANING

A. ROUTINE

- Clean and disinfect all frequently touched surfaces in the center.
- For specialized cleaning in specific areas, see section II

B. HEAVY-USE AREAS

- Areas of heavy use should be cleaned multiple times per day, including, but not limited to:
 - Restrooms
 - Elevator (inside and area outside on each floor)
 - Water bottle fill stations
 - Ticket office on operating days (see section I)
 - Stage prior to/after work calls (see section I)

- Loading dock/mailboxes area (see section I)
- All interior and exterior door handles and push-bars
- Third floor lounge, benches, tables and lobby furniture
- Practice rooms and Classrooms

IV. COMMUNICATION WITH PATRONS, ARTISTS AND THE PUBLIC

A. **ARTISTS** - Communications to artists both during contract negotiation and PM advance should include any adjustments from the norm:

- Load in procedures
- PPE: Supply PPE masks & gloves as needed.
- Hospitality - alternatives to buffet meal setups
- Merchandise- discuss procedures
- Intermission- negotiate out if possible to minimize patron movement
- Dressing room spacing
- Transportation
- Meet and greets
- Post signs in green room as needed

B. **PATRONS** - Communications to guests and staff should emphasize the importance of good hygiene and should clearly outline the new mitigation protocols they will encounter when attending the venue. In addition to describing screening and other measures that are being implemented in accordance with public health guidelines, it is also critical to convey that venues simply cannot guarantee that all exposure to the virus will be eliminated.

“We’re all in this together” also describes the essential role patrons play in allowing live events to reopen safely. Because coronavirus is highly contagious, everyone who enters an event space must behave responsibly under this new normal.

- How to Change Expectations: Widespread messaging by venue and event professionals can accomplish two essential goals:
 - patrons will learn that the new rules are for their protection, which will eventually lead to greater compliance;
 - transparently showing new sanitary practices will coax nervous people back into public places.
- What to Explain:
 - Zoellner already has codes of conduct with lists of prohibited items and behavior. we will add new health procedures and expectations, such as physical distancing, face covering requirements, and longer wait times.
 - Be positive, practical, and proportionate.
- Where to Message:
 - Web site for the venue, event, AND artist.
 - Social media channels for the venue, event and artist.
 - Ticket purchasing sites should link to health and safety rules throughout the sales process.
 - Expanded KBYG (Know before you go) email to be sent at regular intervals from date of purchase through day of show (for all events) that

spells out our practices to keep patrons safe: entrance and exit practices, masks, temp checks, scanning procedures, restroom use... etc. Note that we may remove patrons who do not comply with safety rules.

- Consider using a mobile app as a means of giving patrons directions to the venue, show times, artist bios, merchandise options, health rules and expectations.
- Sign at all entrances to the building: Practice physical distancing, wear masks, and any other rules we have.
- Signage leading to and at the center located where patrons are likely to be standing still or moving slowly..
- Distancing signage throughout the lobbies including staircases, elevators, restrooms, and any bottleneck areas.
- Event registration and badge check-in are excellent places to post health rules and model compliance at conferences or other events where patrons check in.
- Audience Services staff and volunteers walking along the line at ingress or among patrons waiting for service can put a friendly face on health and safety rules, and they encourage compliance by modeling good behavior.
- Digital displays in lobbies
- Consider ADA needs
- How to Message:
 - Promote health guidance without being intimidating through photos and videos can show patrons having a good time even while following health rules.
 - Storyboards can show how a venue is sanitized so patrons understand the process and personalize the workers keeping them safe.
 - Announcements should be both audible and visual to accommodate people with sensory challenges and different language skills.
 - Artists and performers can use their authority with attendees to remind them that only their full compliance allows the show to go on.

V. INFORMATION CENTERS

We have instituted Information Centers where all current and relevant information is posted and available for review. More detailed and in-depth information will be posted at these Centers. They can be found at the following locations:

- Scene Shop Hallway
- Loading Dock Mailbox Area
- Department Coordinator offices on the 3rd floor
- LUAG conference room
- Zoellner website