

Covid-19 Reopening Guidelines

Zoellner Arts Center is committed to following the Lehigh University guidelines on COVID-19 safety. **This document details additional policies and procedures in place at Zoellner to maintain the health and safety of our students, faculty, staff and patrons. The full university plan can be found [here](#).**

I. MAINTAINING A HEALTHY WORK ENVIRONMENT

A. GENERAL PRACTICES AND OFFICE WORK

- Provide fully stocked handwashing stations for staff in Baker Hall and Diamond Theater.
- All staff, crew & volunteers are trained in use and safe removal of PPE
- Avoid handshaking
- Infection Mitigation Coordinator appointed
- Provide written and posted protocols of refusal policies for not adhering to the Lehigh guidelines on Covid-19.

B. FRONT OF HOUSE

- Close every other ticket window
- Encourage cash-free payment for patrons to swipe cards; machine is disinfected pre- and post- transaction
- Contactless ticket options include mobile and print at home ticket delivery
 - Provide option for guests to retrieve tickets directly from the printer
- Encourage guests to pick up tickets in advance of performance date

C. TECHNICAL SERVICES

■ BACKSTAGE, ONSTAGE, LOADING & STORAGE AREAS

- Truck drivers with tours will follow the information from the fronting document
- Designate separate entrances for special deliveries and receiving
- Follow current guidelines about surface contamination
- Work in consistent teams to limit exposure
- Disinfect touch points within entryway
- Reduce overhead work whenever possible or stagger timing of activities to reduce risk. Rig all points in advance if possible.
- Reduce number of personnel allowed backstage, onstage, in control booths, dressing rooms & green room
- Disinfect all high touch theatrical equipment after each use
- Encourage alternatives to the climbing ladders
- Encourage touring companies to not use enclosed booth spaces
- Eliminate buffet style catering; use individually packaged beverages, snacks, utensils, etc.
- Find an alternative location for breaks that have increased space
- Limit use of washing machines to show-only laundry
- Work with visiting companies on quick change set-ups to include curtain barriers between stations
- Follow industry-standard safety guidelines for musician setups

■ ARTIST TRANSPORTATION

- Reduce vehicle capacity to conform to safety guidelines
- Passengers required to wear face coverings while riding, and wash hands or use hand sanitizer after leaving the vehicle.
- Vehicles will be cleaned before & after each use

II. PUBLIC EVENTS

A. WHILE ON PREMISES

- Parking
 - Encourage cash-free payment and disinfect card readers regularly
- Concessions
 - Pre-packaged food and beverages
 - Establish line direction and alternate locations
 - Provide areas where masks can be removed temporarily to consume concessions
- Merchandise
 - Relocate merchandise location to Butz Lobby
 - Sell Music Department CDs through ticket office
- Restrooms
 - Staff to monitor restroom capacity when possible
- Ticket Office
 - Sanitize the counters between patrons and wear gloves when handling cash.
 - Establish will-call pickup times to reduce peak traffic
- Elevator use
 - Staff to monitor elevator capacity when possible
- Lobbies & Common Spaces
 - Minimize setups that encourage gatherings, such as meet and greets

B. ENTERING & EXITING THE THEATRES

- Doors will be split for entering & exiting Baker Hall
- Patrons using stairs will be instructed to maintain distance from seated patrons
- Relocate scanning locations away from doorway to increase distancing
- Contactless ticket scanning
- Implement safe-distance seating for all events
- Seat patrons by section and from front to back when possible
- Implement contact-free playbill/program distribution.
- Dismiss patrons by section
- Eliminate backstage access
- Eliminate playbill reuse

C. COMMUNICATION WITH PATRONS

- Communication tools include:
 - [Zoellner Arts Center](#) Website
 - ZAC Social Media: [Facebook](#), [Instagram](#), [Twitter](#), etc.
 - “Know Before You Go” emails to ticket holders
 - Digital Displays inside Zoellner
 - Artist &/or [Ticket purchasing](#) websites
 - Lehigh University’s [COVID-19 Information Center](#)