

SCOTTSDALE CENTER  
FOR THE PERFORMING ARTS  
**GUIDE FOR RETURNING**

arts  
scottsdale





## Our Guiding Principles

Scottsdale Center for the Performing Arts' policies and protocols for responding to the COVID-19 virus will be rooted in safety for our staff, our volunteers, our artists, and the public and patrons with whom we interact.

The primary goals for our response to the COVID-19 virus are to protect public health and continue Scottsdale Arts' vital missions of arts presentation, event production, and community engagement.

Our plans will be consistent with ordinances from the city of Scottsdale and Maricopa County, as well as the State of Arizona's Phased Reopening Model. Our plans will also follow recommendations from the federal government, Centers for Disease Control and Prevention (CDC), Arizona Department of Health Services (ADHS), and the Scottsdale Arts Health Advising Team.

Our knowledge and understanding of the COVID-19 virus will continue to evolve. As a result, our policies and plans will be appropriately updated as more information becomes available.

## Performance Expectations and Guidelines

All staff and volunteers are expected to fully comply with the policies, protocols, and guidelines outlined in this document as part of the Center's performance work guidelines. All staff, patrons, volunteers, vendors, and members of the public are always expected to wear masks except where specifically outlined below.

## Symptom Monitoring Requirement

Staff and volunteers who are returning to the Center must conduct symptom monitoring every day before reporting to work or a volunteer shift. You must be free of any symptoms potentially related to the COVID-19 virus. Currently, these symptoms include one or more of the following:

- Runny nose or new sinus congestion
- Muscle pain
- Headache
- Sore throat
- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Fatigue
- New gastrointestinal symptoms
- New loss of taste or smell

If you have any symptoms, you must call your doctor for assessment of symptoms and testing. You should also wear a face mask to avoid possible virus transmission to others and self-isolate until cleared by your doctor to return to work or volunteering. Additionally, please contact Lisa DeGrootd— at [LisaD@ScottsdaleArts.org](mailto:LisaD@ScottsdaleArts.org) or 480-874-4616—who will coordinate with your supervisor or volunteer coordinator and let them know you will not be available for your shift(s).



## Personal Safety Practices

### Face Masks and Cloth Face Coverings

Face masks or cloth face coverings must be worn by all staff working on the Scottsdale Arts campus when in the presence of others and in public settings where social distancing measures are difficult to maintain, such as in common workspaces, meeting rooms, the Center's atrium, the Virginia G. Piper Theater, Stage 2, and backstage. Appropriate use of face masks or cloth face coverings is critical in minimizing risks to others near you. You could spread the COVID-19 virus to others even if you do not feel sick. However, a face mask or cloth face covering is not a substitute for social distancing, which should be practiced whenever possible.

Disposable masks will be provided if needed. Disposable masks may only be worn for one day and then must be placed in the trash.

You may also wear a cloth face covering, which will help reduce the need to purchase additional masks. The fabric design or pattern for cloth face coverings should be appropriate for the workplace. Cloth face coverings must only be worn for one day at a time and must be properly laundered before every use. Having a weeks supply of cloth face coverings can help reduce the need for daily laundering.

### Use and Care of Cloth Face Coverings

For details regarding cloth face coverings, including how to create, wear, and care for homemade face coverings, visit the CDC website. ([click to link](#))

#### Putting On a Cloth Face Covering or Disposable Mask

- Wash hands or use hand sanitizer prior to handling the face covering or disposable mask.
- Ensure the face covering or disposable mask fits over the nose and under the chin.
- Situate the face covering or disposable mask properly with nose wire snug against the nose (where applicable).
- Tie straps behind the head and neck or loop around the ears.
- Avoid touching the front of the face covering or disposable mask when putting on or wearing one.

#### Taking Off a Cloth Face Covering or Disposable Mask

- Do not touch your eyes, nose, or mouth when removing a face covering or disposable mask.
- When taking off a face covering or disposable mask, loop your finger into the strap and pull the strap away from the ear, or untie the straps.
- Wash hands immediately after removing. We recommend washing your hands for at least 20 seconds with soap and water.

## Care, Storage, and Cleaning of Face Coverings

- Keep face coverings or disposable masks stored in a paper bag when not in use.
- Cloth face coverings may not be used more than one day at a time and must be washed after using. Cloth face coverings should be properly laundered with regular clothing detergent before every use. Cloth face coverings should be replaced immediately if soiled, damaged, or visibly contaminated.
- Disposable masks must not be used for more than one day and should be placed in the trash after one use or if it is soiled, damaged, or visibly contaminated.

## Social Distancing

Keeping space between you and others is one of the best tools we have to avoid being exposed to the COVID-19 virus and slowing its spread. Since people can spread the virus before they know they are sick, it is important to stay away from others when possible, even if you have no symptoms.

Social distancing is important for everyone, especially to help protect people who are at higher risk of getting very sick.

The CDC recommends staying at least 6 feet (about 2 arms' length) from other people. For more information about social distancing, visit the CDC website. ([click to link](#))

## Handwashing

Wash your hands often with soap and water for at least 20 seconds, especially after you have been in a public place or after blowing your nose, coughing, sneezing, or touching your face. If soap and water are not readily available, use a hand sanitizer that contains at least 70% alcohol. Cover all surfaces of your hands and rub them together until they feel dry. Avoid touching your eyes, nose, and mouth, and wash your hands after touching your face.

## Gloves

Those working the bar and volunteers who may need to touch items such as tickets will be required to wear gloves. These will be provided for use during your shift. According to the CDC, gloves are not necessary for general use and do not replace good hand hygiene. Washing your hands often is considered the best practice for common everyday tasks.

## Goggles and Face Shields

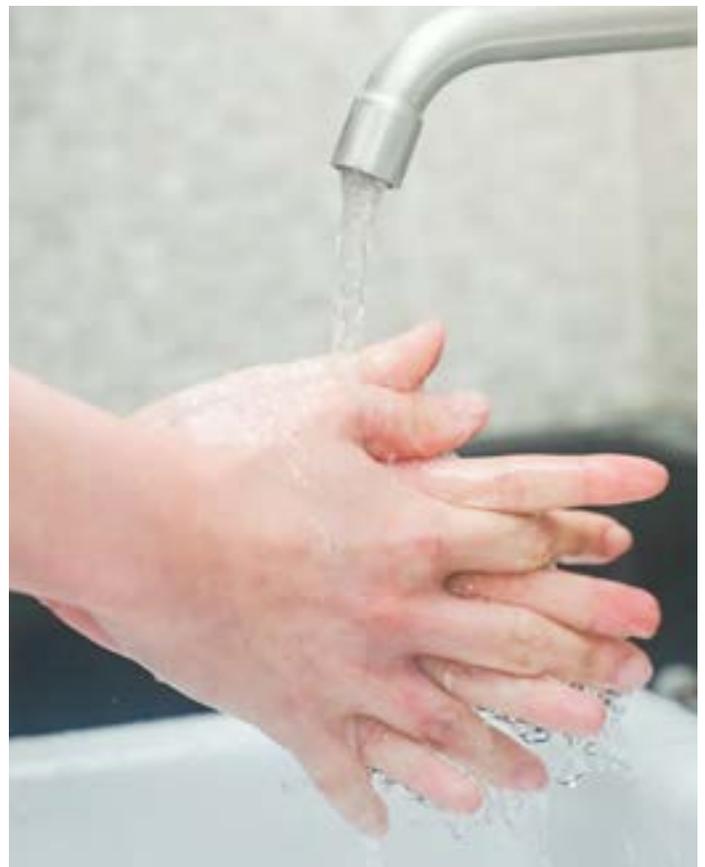
Staff and volunteers do not need to wear goggles or face shields as part of general activity at the Center. Good hand hygiene and avoiding touching your face are generally sufficient for non-healthcare environments.

## Cleaning and Disinfection

Environmental service teams will clean office and workspaces based on CDC guidelines for disinfection and federal Occupational and Environmental Safety Office (OESO) protocols. Facilities management will also maintain hand sanitizer stations at major building entrances, elevator stops, and high-traffic areas on the Scottsdale Arts campus.

Mechanical, electrical, plumbing, and monitoring systems will be assessed and readied prior to reopening of buildings.

Staff and volunteers should also wipe down commonly used surfaces before and after use with products that meet the Environmental Protection Agency's (EPA) criteria for use against the COVID-19 virus and are appropriate for the surface. This includes any shared-space location and equipment (e.g. copiers, printers, computers, AV and other electrical equipment, coffee makers, desks, tables, light switches, doorknobs, etc.).





## Coughing and Sneezing Hygiene

If you are in a private setting and do not have on your face mask or cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with an alcohol-based hand sanitizer with greater than 70% isopropanol as the preferred form of hand hygiene.

## Public Transportation

If you take public transportation to the Center, wear a mask before entering the bus or light rail, and avoid touching surfaces with your hands. Upon disembarking, wash your hands or use an alcohol-based hand sanitizer with greater than 70% isopropanol as the preferred form of hand hygiene as soon as possible and before removing your mask.

## Performance Protocols at Scottsdale Center for the Performing Arts

When you are volunteering or working in the Center, face masks or cloth face coverings are always required. If you have health needs that prohibit the wearing of masks, please email Lisa DeGroot at [LisaD@ScottsdaleArts.org](mailto:LisaD@ScottsdaleArts.org).

Floor markings, directional signage, and timed entry into the theater have been implemented to help facilitate social distancing protocols wherever possible for patrons. The following will be provided for the safety of patrons and staff as part of our performance protocol:

- Traffic patterns for entering and exiting from the Center will be clearly marked. Signage, floor decals, and/or colored tape will indicate where patrons should stand while waiting to enter the facility.
- Language in ticket purchase emails, pre-performance emails, and at the entrance point to any lines coming into the theater will clearly indicate:
  - Those who are showing symptoms of COVID-19 are not to enter the theater.
  - Steps for patrons to take to receive a refund or exchange for their ticket(s) if they are ill.
- Signage will clearly indicate that masks will be required for all those who enter the building, including all patrons.
  - If patrons do not have their own masks, Scottsdale Arts will provide disposable masks.
  - Masks will also be available for purchase in The Store @ the Center.
- Signage will clearly indicate that all who enter the building will be asked to use the hand sanitizer provided at stands just inside each door.
- Atrium furniture will be spread into groupings that are at least 6 feet apart.

- Bathrooms:
  - Will have every other stall closed, excluding ADA stalls.
  - Will have plexiglass dividers between sinks.
  - Will have signage indicating and encouraging proper hand washing techniques as recommended by the CDC
  - Will be cleaned and sanitized before each performance, after the performance begins, and at the end of the evening.
- Box office lines, store lines, and bar lines will have clearly indicated entrances and exits with markings on the floor to maintain social distancing.
- Bar and retail counters will have plexiglass shields for the safety of patrons and staff.
- Box office windows will have new microphones enabling plexiglass holes to be covered. Box office staff will be available at every other window.
- The Store @ the Center will:
  - Place plexiglass in front of all cash registers.
  - Offer touchless credit card processing.
  - Provide sanitized pens for use when signing is required and a clearly indicated place to put used pens.
  - Limit patron capacity.
- Theater Access
  - Entry into the theater will be timed.
  - Signage will clearly indicate timing, location of entrance for specific seats, and line start location.
  - Entrances will be at the North Portal, South Portal, and the east stairwell (for lower-level row seating).
- Social distance markers will be placed in front of ticket-scanning staff and volunteers to ensure patrons remain a safe distance away while tickets are being scanned.
- A volunteer will monitor elevator use for patrons who cannot use the stairs. Social distance spacing will be indicated at the D level to ensure a safe exit from the elevator.
- Drinking fountains will be closed.

## Performance Timing/Program:

While the COVID-19 virus protocols are in place, most performances will be held with no intermission. Volunteers will be asked to maintain a distance of 6 feet from each other, which allows for fewer staff inside the theater at any given time.

## Ticket Sales

While the COVID-19 virus protocols are in place, capacity in both the Virginia G. Piper Theater and Stage 2 will be at no more than 50%.

- Seats will be sold online and:
  - Will be available in groups of two, three, or four.
  - Will have groups staggered between rows with empty seats between each group.
  - Patrons can call the box office to request a configuration for their group if they do not see one that is suitable online.
- All seats will be sold with reserved seating, which:
  - Allows for greater clarity of communication with patrons regarding timed theater entrance.
  - Will require less work by house staff.
- If a rental client requests general admission, they will need to provide additional support staff to:
  - Manage timed entrance into the theater.
  - Monitor seating for spacing requirements.





## Post-Performance Protocol

- Pre- and post-performance announcements will indicate that exit will be by row and section, with direction from house staff.
- Patrons will exit one row at a time, starting at the back of the theater. Row D will also be used as an exit for those in Rows A – H.
- Patrons in ADA seating and those requiring elevator use will be asked to remain seated until the walkways are clear and access to the elevator can be granted to meet social distancing guidelines.
- Bathroom occupancy will be monitored as it is before performances until all patrons have left the building after the show.
- Environmental services staff will disinfect the bathroom, all high-touch surfaces, and theaters after patrons have exited the building.

## Backstage Protocols

All artists will be required to follow the same protocols of patrons upon entry to the building. These include:

- Masks being worn always in public places.
- Hand sanitizer used upon entry to the building.
- Signage indicating theater policies will be installed and visible at the loading dock, at the east entry of the facility, and at the backstage elevator.
- The monitor for the backstage elevator will be provided with a face shield in addition to a face mask due to their position putting them in close proximity with artists and others in the elevator.
- Backstage hospitality will be addressed on a case-by-case basis as per needs of the artist in accordance with the COVID-19 virus food-service requirements.
- At this time, we are not able to provide renters with water bottles, glasses, and other utensils.



## Artist Protocols

- A holding space for face masks will be created off stage right and off stage left for artists to leave their masks when they enter the stage.
  - The design of this will be determined with safety of artists and staff in mind and to allow for safe handling of face masks by artists only.
  - The Center's staff will not handle an artist's face mask.
  - The green room and dressing rooms, with doors closed, are the only approved locations to remove your mask while backstage.
- Artists will be given disposable water bottles, and they will be responsible for disposal of all items after use. Signage in the green room and dressing rooms will communicate this expectation to artists.
- Emptying spit valves on the stage is prohibited.
  - Musicians will need to bring their own materials for disposal of spit, reed soaking water, etc.
  - Any rags, storage containers, or other items used to dispose of these materials will need to be removed from the theater and disposed of by the individual musicians or performers who used them.
- We prefer that artists travel with their personal vocal microphones. However, if the Center provides microphones, they will have disposable covers.
  - If disposable microphone covers are not available, the Center's technical staff will provide instructions on where to put microphones after each use. Each microphone will be disinfected and cleaned after each use.
  - Technical staff will wear masks on and off stage and will, whenever possible, remain 6 feet or more away from artists and each other.
  - If artists are traveling with their own equipment, the Center's staff will not help with drum set up or strike.
    - Staff will allow artists to fully load-out their equipment prior to house technical staff striking and sanitizing stage.
    - Artist's first priority must be removing gear from the stage after performance.
  - Dressing rooms, green room, and all bathrooms will be cleaned and sanitized after every performance.
  - Artists will be responsible for their own laundry. The Center has machines available for use, but Center staff or overhires will not launder an artist's clothing.



## Rentals

All performance protocols as outlined above for both front of house and backstage will be required/applied to rental clients.

- Renters may choose to hire additional security for entry requirement management (i.e. checking for masks and requiring hand sanitization), or they may provide their own staff or volunteers to provide this service.
  - This staff will be required at the north, south, and west entry points to the Center. Any renter that fails to request the additional security and does not provide their own staff or volunteers for coverage will be assessed a penalty fee.
- The Center's staff can help you determine the best arrangement of chairs and tables or any additional visual clue marks you may need to ensure your event is a success.

## Meals

- Before and after eating, you should wash your hands thoroughly to reduce the potential transmission of the virus.
- All kitchen areas will be closed, so any food for technical staff breaks, artist services, volunteers, or other needs must be pre-prepared and, ideally, pre-packaged for each individual.
- The Center's caterers will work with you to provide safe food service for your event.

## Benchmarks for Easing Some of the COVID-19 Virus Safety Protocols

Capacity limits, spaced theater seating, and the safety protocols outlined above will be in place until the following benchmarks are met, as determined by the Arizona Department of Health Services, or a safe and effective vaccine is available to all:

- Hospitals can treat all cases requiring hospitalization without resorting to crisis standards of care.
- Statewide testing is available to all who need it.
- A contact tracing system is operational, and all cases are being actively traced.
- There have been at least 14 days of decreasing cases in Arizona.

For capacity to be increased, these benchmarks must be achieved at a minimum of three weeks before the performance date. If that happens:

- Renters will be contacted to determine if they wish to have theater seating increased.
- Ticket buyers will be informed that all seats may be filled. Ticket buyers who do not wish to sit in a full-capacity house should contact the box office and will be provided time to exchange their tickets for another event or receive a refund.
- Determination of changes in any other protocols outlined in this document will be made in consultation with the Center's medical consultants, recommendations of the CDC, and guidelines from the State of Arizona.