

SCOTTSDALE CENTER  
FOR THE PERFORMING ARTS  
**COVID-19 PROTOCOL**

Effective October 1, 2021

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, patrons, vendors, members of the public, and volunteers are expected to fully comply with the policies, protocols, and guidelines outlined in this document as part of the Center's COVID-19 protocols. This document and summaries of protocol will be posted online at [ScottsdalePerformingArts.org/Covid-19-Response](https://www.ScottsdalePerformingArts.org/Covid-19-Response) and [ScottsdaleArts.org/Notices](https://www.ScottsdaleArts.org/Notices).

## Testing Requirement and Vaccination Status

Staff and volunteers who are returning to the Center must be fully vaccinated no later than September 30, 2021.

Patrons will be required to provide proof of a valid negative Polymerase Chain Reaction (PCR) COVID-19 test within 72 hours prior to start time of event. These results can be provided by:

- Showing a photo or email of negative COVID-19 test results from a reputable provider.
  - Proof of results should include date of test and name of person being tested as it will be compared to identification.
- Antigen/At-home tests will not be accepted as there is no way to confirm day/time of test.
- Showing your valid photo ID to match the name on the test results. Photo IDs accepted include passport, driver's license, school ID, or work ID, as long as your name and photo appear.
- Here are some free testing locations:
  - Embry Health ([click to link](#))
  - Map of free testing sites in Arizona ([click to link](#))
- COVID-19 vaccination proof may be shown as an alternative to a 72-hour test for those who are fully vaccinated. Fully vaccinated meaning your second dose of Pfizer or the Moderna vaccine or first dose of J&J vaccine was more than two weeks before the performance/event date.



- Proof of vaccination can be easily provided by:
  - Showing your physical vaccination card or a picture of the card along with a valid photo ID (driver's license, school ID) that clearly indicates your name matching the vaccination card and has a photo.
  - Using VaxYes, an app that keeps your information private, secure, and makes entry hassle-free.
  - Instructions for how to set up this app on your phone can be found [here](#).
  - VaxYes users may be able to move more quickly through our verification lines.
- Verification tables will be set up 2.5 hours prior to each event. Please plan your arrival time to allow enough time to pass through the verification process. Upon completion of verification you will be provided documentation to allow you into the event when the doors open. If you choose early verification you will be free to leave the area and return closer to performance time—just don't lose your documentation.

## Mask Protocols

- Signage will clearly indicate that masks are strongly encouraged for all patrons who enter the building.
  - If patrons do not have their own masks, Scottsdale Arts will provide disposable masks.
  - Face masks will also be available for purchase in The Store @ the Center.
  - For those who, due to health reasons, are not able to wear a face mask, face shields are approved according to city of Scottsdale mandates.
- Masks are required for all staff, volunteers, and performing artists (unless on stage performing).

## Performance/Artist Protocols at Scottsdale Center for the Performing Arts

Performance/artist protocols as outlined below are required for all groups utilizing the venue regardless if you are an artist, a support team, or a rental client.

The following will be provided for the safety of patrons and staff as part of our performance protocol:

## Backstage Protocols

- All artists, support teams, renters or anyone requiring backstage access must show proof of negative PCR COVID-19 test (taken within 72 hours) and valid I.D. upon arrival to the theater. As an alternative to the negative test, proof of full vaccination is allowed via physical card, photo of the card, or VaxYes.
- Masks being worn always in public places.
- 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.
- Face masks must always be worn by artists when not on stage.
- The green room and dressing rooms, with doors closed, are the only approved locations to remove your mask while backstage.

## Onstage Protocols

- We encourage performers to socially distance on stage unless in a family grouping or a pre-developed quarantine pod.
- Artists may remove their masks while they are on stage performing.
- We encourage artists to remain masked, if possible (i.e. string players, keyboard players).
- For those not wearing face masks on stage, a holding space for masks is available off stage (both stage left and stage right) for artists to leave their masks when they enter the stage.
- The Center's staff will not handle an artist's face mask.
- 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. However, if the Center provides microphones, disposable covers will be available for use (though not required).
- 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.
- Dressing rooms, green room, and all bathrooms will be cleaned and sanitized after every performance.

## Social Distancing

Social distancing is encouraged and will be reinforced by lobby and floor signage.

- Atrium furniture will be spread into groupings that are at least 6 feet apart.
- Bathrooms will have plexiglass dividers between sinks.
- 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.

- Box office lines, store lines, and bar lines have markings on the floor to maintain social distancing.
- Bar and retail counters have plexiglass shields for the safety of patrons and staff.
- Box office windows have new microphones enabling plexiglass holes to be covered.
- The Store @ the Center will:
  - Place plexiglass in front of all cash registers.
  - Offer touchless credit card processing.
- 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.

## Facility Upgrades

- All exterior and restroom doors of the Center are upgraded to no-touch entry systems.
- No-touch hand sanitizer stations are available throughout the building.
- The City of Scottsdale has retrofitted HVAC units in The Center and SMOCA with UV lights and/or ionization technology for safety. These technologies treat the air for particulates and COVID virus.

## Venue Capacities

Virginia G. Piper Theater (853) and Stage 2 (137) will return to full capacity seating options.

## 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.





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, A/V and other electrical equipment, coffee makers, desks, tables, light switches, doorknobs, etc.).

Bathrooms will be cleaned and sanitized before each performance, after the performance begins, and at the end of the evening.

## 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.



## 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.

## 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.

## 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.

## Timeline and Process for Updating

Leadership and staff at Scottsdale Arts along with medical professional advisors continue to monitor the COVID-19 situation. When it is deemed safe to step back from any of the safety measures outlined in this document, the following timeline/communication plan will be followed:

Public documents such as this one will be updated and will be posted on [scottsdaleperformingarts.org/Covid-19-Response](https://scottsdaleperformingarts.org/Covid-19-Response) and [ScottsdaleArts.org/Notices](https://ScottsdaleArts.org/Notices).

From time of protocol change until the time of implementation there will be no fewer than two weeks. During this time the following will be done:

- All ticket buyers will be informed of changes to any performances they will be attending on or after the two-week change time has completed.
- They will be asked to confirm they have seen and understand the changes.
- Pre-ticket purchase agreement language will be updated
- Signage will be updated
- Staff will receive training and communication on any policy changes.

If a patron does not feel comfortable attending with the protocols as updated; they will be given the following options:

- Exchange ticket(s) to an event later in the season
- Hold funds on account for use when they feel comfortable returning
- Donate tickets back to the organization
- Get a refund of tickets

We all are looking forward to the day when we can attend performances in a more “normal” way without fear of illness. Until then, Scottsdale Arts will continue to put measures in place that allow for patrons, staff and volunteers to have the opportunity to enjoy live experiences in a safe environment.