

# KINGS PLAYHOUSE

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## REOPENING OPERATIONAL PLAN

18 August 2020



Name, Job Title

Email [Email Here]

KINGS  
PLAYHOUSE



## MESSAGE FROM THE EXECUTIVE DIRECTOR

2020 is certain to be a year that we'll never forget. As members of the Arts & Culture sector, we recognize the tremendous impact that COVID-19 has had on our community. We are committed to optimistic and creative growth as we navigate these new waters of public performance and events.

With sincerest gratitude to Kate Gracey-Stewart and the Indian River Festival for providing a framework for our Reopening Operational Plan for Performances, we have developed a plan in compliance with the Provincial Government's Renew PEI Together that will work to ensure the safest and most comfortable welcome to our venue.

Sincerely,



Haley Zavó  
Executive Director

## STAFF & VOLUNTEERS

The health and safety of our staff and volunteers is of utmost importance and is the key to a successful reopening plan. Because COVID-19 is a highly contagious virus, management will diligently address (and monitor) the new health and safety policies put in place to ensure their health risks (and the general public's) are minimized. These include:

### PRACTICES FOR HEALTHY WORKERS

**Monitoring:** Staff will fill out and sign a daily login statement stating they are not showing any signs of sickness and confirming they will follow all required safety protocols.

**Social Distancing:** Public Health requires two metres (six feet) of social distancing at all times. Management will restructure physical settings where possible and workers will be required to practice social distance. Where a task cannot be accomplished with social distance, workers will be required to wear masks. **Signage will be displayed** at the venue to remind workers to social distance.

**Handwashing:** Frequent hand washing with soap is vital to help combat the spread of any virus. When a sink is available, workers will be instructed to wash their hands for 20 seconds and at least every 60 minutes, and dry thoroughly with disposable towel. **Handwashing signage** will be on display in all washrooms. Workers will also wash their hands at the beginning and end of each shift and break, after using the restroom, sneezing/coughing, touching their face, blowing their nose, and eating or drinking. As a backup, workers may use hand sanitizer containing at least 60% or 70% isopropanol when a sink is not available.

**Gloves:** Proper hand hygiene is recommended and gloves are not a substitute for regular handwashing. If gloves are required they must be changed as frequently as applicable to avoid cross-contamination, such as when:

- Changing tasks such as handling money
- When changing waste/recycling receptacles
- Gloves are soiled, torn or damaged

Hands must be washed thoroughly before wearing the first pair of gloves. When changing gloves, wash hands before wearing the next pair.

**Face coverings:** Face coverings will be required for all workers when social distancing cannot be maintained. They will be task-specific and will include proper instruction on use. Tasks that will require a face mask include:

- Greeting guests for performances and events
- Ushering and seating guests
- Serving food
- Tours with groups larger than 2
- Food preparation

### **Illness & Exclusion Policy**

Management will clearly communicate to all workers the exclusion policy in place for anyone displaying symptoms of COVID-19. All workers must self-monitor for symptoms and report to management if they have concerns about possible COVID-19 exposure or possibly symptoms. Symptoms of COVID-19 include:

- Cough (new or exacerbated chronic)
- Headache
- Fever/chills
- Sore throat
- Marked fatigue
- Sneezing
- Congestion
- Body aches
- Runny nose
- Lack of taste/smell

**Exclusions Requiring Self-Isolation Policy:** Prior to beginning work each day, workers must sign in and declare they have not been outside of PEI within the last 14 days and do not require self isolation. Management will file self-declaration forms for future reference.

**Responding to Confirmed Cases of COVID-19:** Any workers developing symptoms of COVID-19 at work must immediately perform hand hygiene, report to management, avoid contact with other workers and leave as soon as it is safe to do so.

Symptomatic workers will be required to call 811 to arrange testing and will be required to self-isolate until results are confirmed. Symptomatic and/or ill workers will remain on sick leave until medical authorization has been confirmed.

Management will document the circumstances of the illness to help with contact tracing and the report will be filed with Public Health.

## **SANITIZING THE VENUE**

**Sanitizing High-Touch Areas:** As soon as guests begin to enter the venue, surfaces and objects that are touched frequently, such as the ones listed below, will be disinfected and cleaned with ZLT Disinfectant wipes or Dustbane disinfectant as per mixing instructions.

- Door handles, handrails, push plates
- Box office counter
- Telephones, point of sale terminals and other touch pads
- Sink faucets
- Soap dispensers
- Counter surfaces
- Light switches
- Backstage technical equipment
- Microphones

**Cleaning & Disinfecting:** In addition to high-touch areas, regular cleaning and disinfecting of the entire facility will be maintained.

- Cleaning removes dirt and impurities from surfaces and objects and may lower germ counts by removing but not necessarily killing them.  
Products: Vim Bathroom Cleaner, Comet Cleaner with bleach, Dustbane Cleaner
- Disinfecting reduces and kills germs on surfaces and objects and reduces germ counts.  
Products: ZLT Disinfectant Alcohol Wipes, Germs Be Gone Hand Sanitizer, Dustbane Disinfectant
- Following the Manufacturer's Instructions: In all instances, including the technical and production equipment, such as microphones and monitors, the cleaning instructions will

follow the manufacturer's instructions to ensure the equipment is not damaged or void warranty protection.

- Frequency: High-touch areas will be cleaned after each use (when possible). All other areas will be cleaned at the beginning and end of the day/event.
- Documentation: Workers will follow a Cleaning & Disinfecting Check List which will be completed and turned in at the end of each shift.

## **INGRESS AND EGRESS**

Patron's experience at the venue will match the health and safety guidelines they've received via email prior to the performance or on our website.

Parking lots: Patrons will have ample parking to maintain social distance. The path from the parking lot to the main entrance will be demarcated with pylons placed six feet apart to accommodate a possible line waiting to enter.

### **Entering the venue**

*For Daily, general entrance:*

Guests will be welcomed to the venue with a hand sanitizer station and the requirement to sign a log with name and contact information.

*For Theatre Performances:*

Guests will be welcomed to the venue at a podium stationed *outside* the building. They will be required to give a name and contact information (at least one person per group). A hand sanitizing station will be directly inside the building.

Guests will be taken *by group* to their assigned seats in the theatre.

**Contact Tracing:** Name and contact information will be collected. A daily log will be filed and saved in case needed.

**Direction of Travel:** Both ingress and egress will be monitored by a worker to ensure that social distancing is maintained. Guests will be seated one group at a time, with only one group entering each side of each row.

**Box Office:** The Box Office has been restructured to accommodate social distancing. Because patrons will be welcomed at an outdoor podium, any on-site ticket purchase or pick up will take place one group at a time.

**Ticket Taking & Scanning:** At the present time, no tickets will be issued. All ticketed events will require advance or online purchases with electronic tickets. Tickets will not be scanned.

**Handwashing Stations:** Stations with hand sanitizer will be provided at all points of ingress and egress and other well-marked areas throughout the venue. Workers will ensure that these stations are regularly cleaned and replenished as necessary.

**Disability Accommodations:** Accommodations will be put in place to accommodate for persons with disabilities including:

- Deaf/Hard of Hearing: Patrons who read lips may require screening from a worker who isn't wearing a face covering (if required). If this is necessary, social distancing will be maintained.
- Wheelchair Accessibility: Ingress and egress for patrons requiring wheelchair accessibility will be marked and meet all health and safety measures.
- Long Lineups: Patrons whose disability makes the unable to wait in a long line will be accommodated with a more expedited access procedure that will meet social distancing and health and safety guidelines.

## **FRONT OF HOUSE CIRCULATION, FOOD & BEVERAGE AND MERCHANDISE**

Front of House operations will require thoughtful balance to ensure the crowd is managed while accommodating and maintaining social distancing and health and safety measures. The following has been put in place to manage Front of House, Gallery Space, Food & Beverage and Merchandise.

**Capacity:** Under the current capacity guidelines put in place by Public Health, the current maximum occupancy for the auditorium (theatre) is 50.

The current maximum occupancy for Dedication Hall (ballroom) is 50.

**Restrooms:** Under the current capacity guidelines put in place by Public Health, the occupancy for restrooms has been reduced to ensure social distancing. Signage will be in place to act as reminders. Guests will be encouraged to take breaks when needed during the performances to ensure proper traffic flow.

**Seating:** To ensure social distancing between unrelated guests, pre-measured seating will take place to ensure:

- 2 metres (6 feet) between groups
- Independent entrances to row (no crossover between groups)

**Intermission:** Intermission presents the same social distancing challenges as ingress and egress. During shows that require an intermission, guests will be encouraged to move with care through entrances and exits and use the full space of the venue (Dedication Hall and deck) to ensure social distancing.

**Food & Beverage:** For the time being, food and beverage will only be served at events that are specified (ie. High Tea). Messaging will be posted in advance and reminders given during the curtain speech.

**Hospitality & Catering:** For the time being, all food service will be limited to specific events. Buffet style or shared food and utensils are not permitted. Beverages will be served in bottles, cans or refillable/reusable bottles. Increased sanitization practices will take place. Tables and chairs will be single use only and all table and chair coverings will be washed between events.

**Merchandise:** Merchandise sales will be dependent on the type of show or event. In the event that merchandise is sold, a station will be set in Dedication Hall, previewing each item. All items and cash will be exchanged with gloves.

**Gallery:** Entrance to the gallery hall will be limited to one group, or 3 people at one time. Guests will be encouraged to follow the designated signage to ensure proper traffic flow.

## **BACK OF HOUSE & PRODUCTION**

Most of the Front of House guidance in the preceding sections applies equally to Back of House operations, including touring artists and production staff. The additional measures below have been implemented:

**Load in:** Touring artists and crew will have a scheduled load-in time at the designated location at the back of the venue. Artists and crew will use a separate entrance from the audience (on the Kent Street side/corner of the building). Limited number of crew will be permitted and production staff will monitor load-in to ensure social distancing and safety measures are maintained.

**Social Distancing- Musicians:** The current guidelines from Public Health state that musicians must maintain 12 feet (4 metres) of social distance from the audience as well as other

musicians while singing. The natural layout of the venue accommodates this distance already between musicians and patrons. The stage will be set to accommodate 12 feet of social distancing for singers.

**Social Distancing- Production:** Six feet of social distancing will be required for production staff and crew. Where a task cannot be accomplished with social distance, production and crew will be required to wear masks. Signage will be displayed back of house to remind production and crew to social distance.

**High-touch Equipment:** Equipment such as monitors, microphones, mic stands, audio/video cables, etc. will be sanitized frequently (as mentioned in previous section). Where possible, equipment will be dedicated to individual users.

**Hospitality/Catering:** Due to current Public Health guidelines, hospitality service (if required) at back of house will be limited to single serving only. Buffet style or shared food and utensils are not permitted. Beverages will be served in bottles, cans or refillable/reusable bottles.

**Green Rooms/Dressing Rooms:** Artist green rooms will be assigned based on the number of artists per group. Artists will have their own restrooms separate from the general public.

#### CONTACT INFORMATION

For any questions or concerns about the Kings Playhouse Reopening Guide, please contact:

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