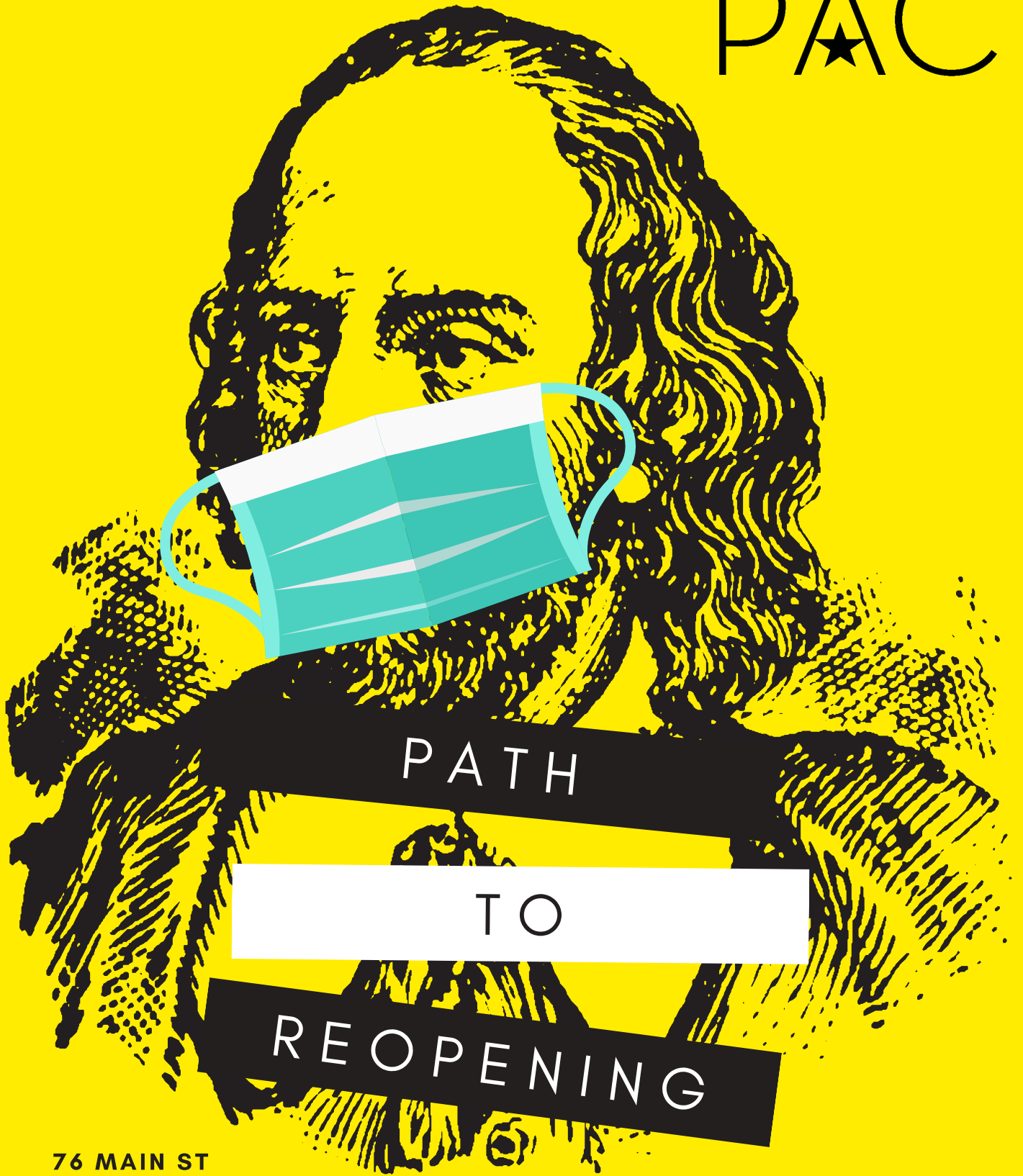


WESTHAMPTON BEACH
PERFORMING ARTS CENTER
COVID-19 RESPONSE

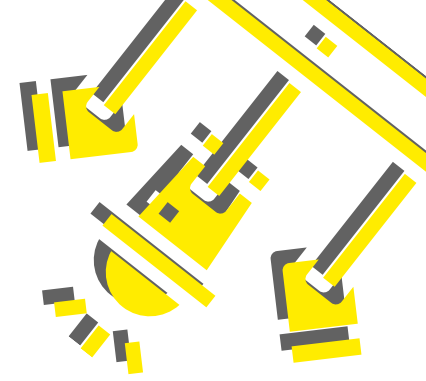
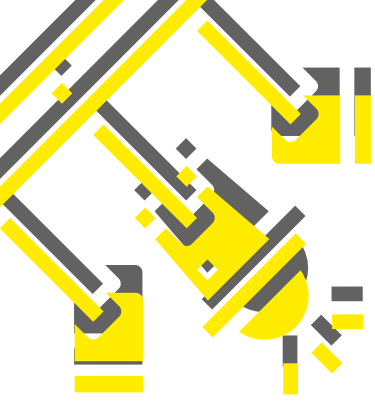
WHB
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PATH
TO
REOPENING

76 MAIN ST
WESTHAMPTON BEACH, NY 11978
WHBPAC.ORG

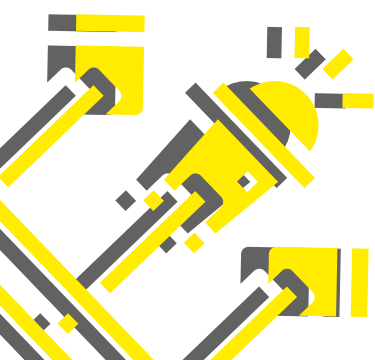
OCTOBER 2020



This is intended to be a working document, and to be comprehensive and flexible enough to cover any situations that may arise; however, it may be the case that events unfold in ways that the Westhampton Beach Performing Arts Center cannot imagine. The Organization may change this document at any time to reflect best practices, and nothing about this document is intended to create a contractual agreement between WHBPAC and its employees or volunteers.

WHBPAC's goal is to create the safest environment possible, while still allowing for the vagaries of live performance.

COVID-19 is a highly contagious and potentially fatal disease that may cause serious harm to those infected. By entering WHBPAC facilities, employees, volunteers, performing artists, and patrons voluntarily recognize and assume the risk, however mitigated, to their persons.



GENERAL EMPLOYEE/VOLUNTEER PRACTICES

HANDWASHING

Employees and volunteers are required to wash their hands with soap for at least 20 seconds or more before their shift begins, before and after eating, and after using the restroom at minimum. They may request breaks from their supervisor to wash their hands. Where handwashing proves impractical, hand sanitizer will be provided, and employees/volunteers urged to use it liberally.

SOCIAL DISTANCING

WHBPAC requires its employees and volunteers to maintain a minimum of six feet (preferably ten) from other people, when possible. If social distancing is not possible, employees/volunteers should limit their contact to only those they need to be near and move away once the task is completed.

MASKS

WHBPAC requires all employees and volunteers on-premises to wear a reasonably well-fitted face covering over their nose and mouth. If an employee/volunteer's supervisor deems their mask inadequate, or if the employee/volunteer arrives for their shift without one, they may be provided one by WHBPAC. A refusal to wear an appropriate mask on-premises will result in dismissal.

NYS COVID-19 TRACING APP

WHBPAC requires employees and volunteers to download and install New York State's COVID-19 tracing app, "COVID Alert NY". Staff should keep their phones on their person during their shifts to facilitate contact tracing should it be needed.

OTHER PRACTICES

Microphones, headphones, hearing assistive devices, and other equipment with a personal nature that are not disposable should be sanitized and cleaned before and after use. Employees/volunteers should touch as little in the building as possible and try not to touch their faces. Staff should cover their coughs and sneezes lest they spread diseases, and wash their hands afterward. Contact with sick people should be limited. Employees and volunteers should refrain from picking their noses – trust us, there's no gold in there.

TESTING/SCREENING POLICIES

BUILDING ACCESS SCREENING

An employee or volunteer may be asked to complete a pre-screening questionnaire consisting of the following questions:

- In the last 14 days, have you been in contact with any person who has been diagnosed with COVID-19?
- In the last 14 days, have you traveled or come in contact with someone who has recently traveled outside New York State or to a current COVID-19 hotspot?
- Have you experienced persistent coughing, difficulty breathing, or a fever of more than 100.4 F in the last twenty-four hours?

Additionally, employees and volunteers may be asked to take their temperature before entering the building. Persons with a temperature of more than 100.4 F on a contactless thermometer may request a second temperature test. If their temperature is still 100.4° F or more after the second temperature test, they will be sent home, and their return dictated by the policies set out below.

COVID-19 TESTING

WHBPAC will not generally require a completed COVID-19 test result as a daily requirement to work a shift, but reserves the right to test any employee for COVID-19 if the Organization deems it necessary.



SICK EMPLOYEES AND VOLUNTEERS

Employees and volunteers will monitor themselves closely for the following: fever, cough, chills, sudden loss of taste or smell, muscle pain, headache, sore throat, shortness of breath, or any other symptoms the CDC/WHO associate with COVID-19 in the future. Any employee or volunteer with any of these symptoms must discuss the situation with their supervisor before coming to work (or, if the symptoms appear mid-shift, as soon as the employee feels the symptoms come on).

QUARANTINE POLICY

Quarantine may entail working from home or using available sick days, as the situation demands. An employee or volunteer should not enter the WHBPAC premises and should self-quarantine immediately if they:

- Test positive for COVID-19,
- Learn they have been in close contact with someone who has tested positive for COVID-19,
- Have traveled to any area on New York State's Restricted list or any other region currently designated a COVID-19 hotspot or cluster, or
- Have been asked to self-quarantine by any hospital, health agency, or medical professional

SYMPTOMATIC EMPLOYEES/VOLUNTEERS

An employee or volunteer exhibiting acute respiratory illness symptoms upon arrival or during their shift will be separated from patrons and other employees and may be sent home immediately after their supervisor's investigation.

DOCUMENTATION AND CONTACT TRACING

An onsite employee or volunteer with symptoms should be documented, and their whereabouts and interactions for the shift tracked by their supervisor in case contact tracing should be required.

CONTACT WITH SYMPTOMATIC INDIVIDUALS

Anyone who has been in close contact with symptomatic individuals should closely monitor themselves for symptoms and take appropriate action as the situation develops.

RETURNING TO WORK

An employee or volunteer without symptoms who has quarantined as a precaution may return to work after their pre-defined quarantined period is over.

Employees or volunteers who previously displayed symptoms and/or tested positive may return to work only after providing reliable proof that a doctor has released them from quarantine and can work without further harm to themselves or infection to others.



POLICY CHANGES

REFUNDS/EXCHANGES

Our previous policy of no refunds/no exchanges must be changed to discourage sick patrons from attending shows.

Patrons should call ahead to the Box Office if they are feeling ill, and the Box Office will give them box office credit for the full value of the ticket. Due to the one-off nature of most of our events, exchanges for a different date will likely not be viable but may be facilitated, if possible.

PRIVACY POLICIES

Previously, our privacy policy was not to share any patron data with anyone, regardless of incentive, unless it was a governing authority with a subpoena. For contact tracing, we will make patron data available to the Department of Health without a subpoena as deemed necessary, including but not limited to: names, phone numbers, emails, seat location, and attendance.

CHANGES DUE TO TICKET SCANNING

Once a ticket is scanned, it cannot be rescanned. Therefore, patrons leaving the theatre may not re-enter. Hands will not be stamped for re-entrance in order to lessen contact between patrons and shared equipment.

PROTOCOLS

FOR BOOTING SYMPTOMATIC PATRONS

Should a symptomatic patron come to our attention during an event, they should be offered a refund and escorted off the premises. The same should be done for any of their companions in close contact. Security should take care not to touch patrons. If a symptomatic patron declines to leave on their own steam, police should be called for trespass.

PROTOCOLS FOR A POSITIVE TEST ON PREMISES

IF AN EMPLOYEE/VOLUNTEER TESTS POSITIVE ON A NON-EVENT DAY

The employee should quarantine as previously outlined in this document. Any close contacts among staff members should also quarantine. The theatre and anywhere else on-premises the employee may have been should undergo an extra sanitization.

IF AN EMPLOYEE/VOLUNTEER TESTS POSITIVE ON AN EVENT DAY/AFTER WORKING EVENT

The employee should quarantine as previously outlined in this document. Any close contacts among staff members should also quarantine. If a positive test is obtained before an event is held, the employee will be dismissed from working the event. If the positive test comes after the event, but within a certain amount of days where the employee might be deemed contagious, their whereabouts on the event day should be traced back by their supervisor as much as possible. Any close contacts should be notified of their potential exposure and urged to quarantine. The WHBPAC will fully comply with any recommendations from the New York State Department of Health. The theatre and anywhere else on-premises the employee may have been should undergo an extra sanitization.

IF A PATRON TESTS POSITIVE AFTER ATTENDING AN EVENT

If the WHBPAC is notified that a possibly contagious patron has tested positive for COVID-19, WHBPAC will do its best to trace their whereabouts for the evening. The Organization will work quickly to identify any persons they may have come into close contact with, and notify those contacts of their potential exposure. The WHBPAC will fully comply with any recommendations from the New York State Department of Health. The theatre and anywhere else on-premises the patron may have been should undergo an extra sanitization.

SPECIFIC MITIGATION EFFORTS

In addition to the general policies already laid out, the changes detailed below will be made in each area of operations.

A NOTE ABOUT LEVELS

LEVEL ONE

This is assuming a restricted reopening. No working vaccine has yet been presented to the public, and mitigation effectively boils down to social distancing, masks, and hyper sanitation. Performing arts venues operate with limited capacities in attendance, and are prepared to shut down again upon recommendation from New York State's Department of Health.

LEVEL TWO

This level assumes more relaxed restrictions. A successful vaccine may be in place, and although venues may not back to operating at pre-pandemic levels, audience capacities may be higher than in Level One.



TICKETING/BOX OFFICE

LEVEL ONE

- No sales will be made in person (sole exception may be the day of the show). Sales will only be done over the phone or online.
- Ticketing staff will be provided with appropriate PPE (masks, gloves, hand sanitizers, wipes – see PPE station in Box Office where mail meter used to be) and trained on its proper use and fit. Staff must wear masks at all times when on-premises.
- Box Office staff will be responsible for maintaining a rigorous cleaning schedule of their work area. They must wipe down all touchpoints before their shift begins and clean it again once their shift ends, with cleaning in between as necessary.
- Box Office staff must follow hand washing protocols – wash hands before their shifts, before and after eating, and after using the restroom at minimum. Hand sanitizer will be provided, and staff will be encouraged to use it at their discretion.
- The WHBPAC will not provide physical tickets. E-Tickets will be used exclusively to minimize passing materials back and forth.
 - On the off chance that a patron does not have a smartphone or printer, staff may print their ticket for them on the day of the show.
- Credit card use will be encouraged. If Box Office staff must handle the cards, disinfectant wipes should be utilized.
- Protective barriers must be installed at any open ticket window.
- Access to the Box Office itself will be limited to only necessary staff.
- Ticketing policies will be changed to provide more flexibility to patrons to discourage them from coming to the theatre sick.

LEVEL TWO

- In-person sales may resume, and Box Office may return to being physically open to the public.
- Access to the Box Office itself may be opened up to other staff and volunteers, as needed.

SECURITY

LEVEL ONE

- Security staff will be provided with appropriate PPE (masks, gloves, hand sanitizers, wipes – see PPE station in Box Office where mail meter used to be) and trained on its proper use and fit. Staff must wear masks at all times when on-premises.
- Security staff will be responsible for ensuring patrons are adhering to our social distancing requirements and mask policies.
- Security staff must follow hand washing protocols – wash hands before their shifts, before and after eating, and after using the restroom at minimum. Hand sanitizer will be provided, and staff will be encouraged to use it at their discretion.
- An area at each patron entrance set at least six feet away from any patrons or staff will be designated as Problem Zones for security to deal with any patrons causing issues safely.
- Protocols will be established for refusing entry based on observable symptoms/screening answers – security staff will follow these parameters with the least contact with the patron.
- Security staff will be required to disinfect any safety or security equipment in use during their shift with the provided sanitizers.

LEVEL TWO

- Problems may be dealt with where they arise if appropriate for the situation.



VOLUNTEERS

LEVEL ONE

- Volunteers will be provided with appropriate PPE (masks, gloves, hand sanitizers, wipes – see PPE station in Box Office where mail meter used to be) and trained on its proper use and fit. They must wear masks at all times when on-premises.
- Volunteers must follow hand washing protocols – wash hands before their shifts, before and after eating, and after using the restroom at minimum. Hand sanitizer will be provided, and staff will be encouraged to use it at their discretion.
- Ushers will operate on a skeleton staff. They will only guide patrons to seats if requested or a problem arises that needs to be dealt with. They will identify non-compliant patrons and alert security.
- Volunteers will no longer collect used playbills in acceptable condition for reuse as was the policy pre-pandemic. Playbills will be one time use only. Volunteers will handle them with gloves as infrequently as possible.
- One volunteer at each entrance will be scanning tickets with the Android phones previously procured for the purpose. Should they encounter issues with a ticket, they will direct a patron to the Problem Zone for the House Manager or Director of Sales to help out.
- One volunteer at each bathroom entrance will be stationed to monitor bathroom capacities.
- Volunteers will be pre-assigned a seat or viewing area for the event's duration to prevent clumping.
- Volunteers will help with an orderly exit of patrons, as detailed in “The Patron Experience” on page 14.

LEVEL TWO

- Staffing levels may be expanded, as needed.



BAR/MERCHANDISE

LEVEL ONE

The bar and the merchandise tables will be closed.

LEVEL TWO

- We may slowly reopen the bar or merchandise tables.
- Orders will be taken via the WHBPAC app and delivered to the patron's seat to avoid bottlenecks at the bar/merch tables.
- Bar staff will undergo further training and more strenuous health pre-screenings.

BATHROOMS

LEVEL ONE

- A volunteer will monitor bathrooms for capacity (one per bathroom at a time) during an event.
- They will be cleaned by janitorial staff before and after intermission.

LEVEL TWO

- We may allow more than one person in each bathroom at a time.



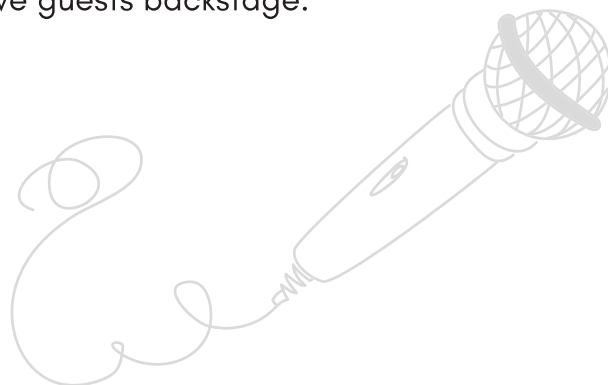
BACKSTAGE/PERFORMER SAFETY

LEVEL ONE

- Backstage staff will be limited to the bare minimum. If an employee is only needed for load-in/out but not for the show, they will be sent home for the performance duration.
- Backstage staff will be provided with appropriate PPE (masks, gloves, hand sanitizers, wipes) and trained on its proper use and fit. Staff must wear masks at all times when on-premises.
- Contactless hand sanitizing stations have been installed throughout the building - staff and performers will be encouraged to use them liberally.
- Employees and volunteers will not enter those rooms designated for performing artists after being cleaned and sanitized for the performers' use.
- Performing artists will be encouraged to stay in their dressing rooms and not wander about the theatre. Signs in the dressing rooms will remind them to wear their masks at all times.
- Patrons will not be allowed backstage. Backstage access will be limited to the performer and his/her road crew.
- Direct interaction between performers and patrons will be prohibited. If an artist desires to do a meet and greet with fans, it must take place off-premises.
- Performers and their road crew will be highly encouraged to download NYS's COVID-19 tracing app and keep their phones on their persons while on-premises to facilitate contact tracing in case of exposure.

LEVEL TWO

- Staffing may be expanded as necessary.
- Performing artists may not be made to feel as if they've been sent to their room for being bad, and may wander freely about the building.
- Performers may be allowed to have guests backstage.



THE PATRON EXPERIENCE

WHBPAC seats 429 patrons at full capacity. The venue can hold around 80-125 socially distanced patrons, depending upon party size of the ticket purchaser (ticket pods).

LEVEL ONE

- Patrons will purchase tickets via phone or the internet and receive a scannable e-ticket. To maintain social distancing between ticket pods, they will buy a "general admission" ticket that will be turned into a reserved ticket assigned by Box Office staff according to purchase order and party size.
- New policies and the importance of mask-wearing/social distancing at the venue will be stressed during the checkout process. The confirmation email will include directions to download NYS's COVID-19 tracing app.
- Signs at various entrances will remind patrons to wear their masks at all times.
- Patron entrances will be assigned by Box Office staff according to seat location. Patrons with seats in rows A-G will enter at the stage door on Sunset Ave. Patrons in rows G-O and those patrons who have problems with stairs will enter through the main lobby. Patrons in the balcony will enter through the gallery/lounge.
- Social distancing markers will be placed 6 feet apart where possible.
- Tickets will be scanned at these entrances, and patrons will need to go to their seats and stay there, masked. Patrons leaving the theatre will not be permitted to re-enter, as the venue will be unable to stamp hands for sanitary reasons.
- After a performance or event, patrons will be dismissed by row and exit via their assigned entrance to avoid any bottlenecks.
- Contactless hand sanitizing stations have been installed throughout the building - patrons will be encouraged to use them liberally.
- Patrons may rest assured that the theatre will be sanitized thoroughly after every event.

LEVEL TWO

- Patrons may be able to purchase tickets in person.
- Entrances and exits may be reconfigured.
- Handstamps may be utilized to allow patrons to come in and out of the Mollie Parnis Auditorium.

WEAR YOUR MASK

Sorry



THESE

DON'T

COUNT