



USUO Safety Plan– September 3, 2020 Update

Utah Symphony | Utah Opera is committed to keeping staff, musicians, and patrons safe as we come back together to perform in the fall. We are working in conjunction with Salt Lake County Arts and Culture to follow CDC, state, and county guidelines to maintain a sanitary facility and model best practices as an important part of the community. We will continue to update our procedures as new research is made available to us.

While we cannot eliminate the inherent in risk in any environment we are dedicated to minimizing your risk as much as possible when you return to performances and the offices.

1. BOX OFFICE & FRONT OF HOUSE

Utah Symphony | Utah Opera is committed to keeping you safe as we come back together to perform in the fall. We are working in conjunction with Salt Lake County Arts and Culture to follow CDC, state, and county guidelines to maintain a sanitary facility and model best practices as an important part of the community. As restrictions ease, we will be thoughtful in planning for gatherings in public spaces, continue to stay informed on the changing landscape, and act responsibly to preserve public health.

Tickets & Seating:

- All patrons will be seated with 6-foot distance between households. There will be two empty seats/rows in front and behind the household, and a minimum of three empty seats on either side.
- Seats will be assigned manually by the ticket office. All seats will be sold unseated via the website. Select a seat will not be available online until social distancing is no longer necessary.
- No tickets will be printed prior to the day of the performance. All tickets will be distributed in advance through the mobile app, which patrons will be asked to download in advance. If patrons need to pick up tickets at will call, they will be printed on the night of the performance at the window.
- To accommodate contact tracing, third party will-call tickets need to be put under the account of the person attending.
- Walk-up sales are discouraged.

Patron Communications:

- New house rules and expectations will be prominently displayed on the website, social media channels, direct mail ads, ticketing site, emails to patrons, and signage at the venue.
- Announcements should be visual, audible, and bilingual (English/Spanish).
- Information about what we are doing to mitigate the risk of patrons contracting the coronavirus will be shared at all points of communication: website, ticket agents, signs at the venue, etc.

Box Office Hours

- Walk-up service at the box office is by appointment only on non-performance dates. Doors will be locked outside of performance hours.
- Public hours, when walk-up without an appointment is available, are on the day of the performance, starting at 4 PM for evening performances & two hours prior to the performance for morning performances or matinees. Individuals with symptoms will not be admitted into the box office lobby. Additional personnel (volunteers) will be positioned during public hours to monitor traffic flow and capacity.
- Ticket agents will continue to work from home outside of public hours.
- Individuals who are at [increased risk for severe illness](#) will be encouraged to call in to the box office or order online. If virtual options fall short, these individuals may attend special hours from 4 PM - 5 PM (or the first hour the box office is open) or make an appointment to visit the box office outside of public box office hours. Additional personnel (volunteers) will be positioned during "increased risk" hours to monitor traffic flow and capacity. Individuals who are at increased risk for severe illness are also encouraged to attend virtually when virtual options are available.

Protocols for Window Transactions

- One-way entrance and exit from the ticket office lobby with social distancing indicators.
 - Doors are propped open so patrons do not need to touch door handles to enter the ticket office lobby. When it is cold, a volunteer may need to be available to open and close doors for patrons. Heaters are available for people lined up outside during inclement weather. Patrons are encouraged to bring personal umbrellas during wet weather.
 - At Abravanel Hall: Patrons enter from the north and exit from the south (near the bathrooms). South exit to the ticket office lobby is roped off and signage is posted indicating "exit only."
 - At Capitol Theatre: Patrons enter from the east doors and exit through the west doors. Exit is marked indicating "Exit Only." Rope off the area inside the lobby so that people do not congregate inside. A single line, which begins outside, will serve both sides of the ticket office.
 - Volunteer outside encourages patrons to maintain social distancing and not allow congregating, distributes masks/hand sanitizer; answers questions about protocols.
 - Signage encourages patrons to send only one person from their party to the box office window to pick up tickets. The remainder of the party should wait outside or in the lobby.

- Signage encourages patrons to use the mobile app or remote assistance for all questions or transactions that do not require tickets to be printed.
- Sidewalk outside the ticket office will be marked to show where patrons should stand to keep 6-foot distance.
- Masks covering the mouth and nose are required for all ticket office staff and patrons who enter the ticket office lobby. A volunteer will immediately provide a face covering to any patron who attempts to enter the ticket office lobby without one. Large signage will indicate that face coverings are required at all times in the ticket office lobby.
- No paper brochures will be available in racks inside the box office. Ticket agents can pass paper brochures to customers upon request. Ticket agents should use hand sanitizer before handling brochures. Signage near brochures will remind ticket agents of this protocol.
- Plexiglas shields will be installed at the ticket windows with a space underneath to pass tickets. Front of house rules will be posted on the shields. Every other counter will be closed to allow for social distanced lines.
- No cash will be accepted at the ticket office. Ticket agents will not be given a money bag for their shift. Posted signage will indicate NO CASH TRANSACTIONS.
- Point of Sale system will allow patron to tap or swipe their own card without the ticket agent having to handle their credit card. It will be wiped down after each transaction.
- Tickets will not be pre-printed for physical will call and will only be printed in person upon request by the patron. Ticket agents will not share ticket printers. Each ticket agent working will have a dedicated printer. Printer will be wiped down after each use. Hand sanitizer should be used before handling tickets.
- Ticket window counters will be wiped down between patrons. A dedicated staff member or volunteer will be assigned to wipe down public areas (counters, payment systems, etc.). Ticket agents will take care of regularly wiping down areas on their side of the Plexiglas shield.
- Computers will be sanitized between shifts. Ticket agents will not share computers during shifts.
- All transactions must take place within a Tessitura account. A phone number, email address, and physical address will be required to complete all transactions to allow for contact tracing.

Remote/Other Assistance During Performances

- Patrons will be asked to verify they do not have any COVID-19 symptoms before attending the performance. Updated exchange policy will indicate that patrons with symptoms can exchange their tickets to another performance date up to the time of the performance. Performance date must be at least 30 days in the future OR after they have had a negative test result OR after they are symptom-free for 24 hours without medication and it has been 10 days since testing positive for COVID-19. Phones will be available to accommodate this and other patron questions by box office staff.
 - Patrons with symptoms should be encouraged to use a portion of their ticket value to purchase a virtual ticket for the performance if it is available and they are feeling well enough to participate.
 - Exchanges can/should be done through the mobile app.

Guest Services

- Assisted listening devices will be available for patrons at the usual locations.
- Booster seats will be available at Patron Services counters.
- Curbside Assistance is suspended until further notice.
- Coat Check service is suspended until further notice.
- Hand sanitizing stations will be available in the lobbies of each venue.
- Six-foot social distancing and risk awareness signs will be posted throughout at entries, ticket windows, patron services desk, concessions, and in restrooms and elevators.

Programs

- Programs will be available on our mobile app and online.

Patrons

- Masks covering the mouth and nose are required at all times for patrons to enter Abravanel Hall.
- Hand sanitizer will be located throughout the lobby for public use.
- Feel free to bring a personal water bottles that you may refill as needed.
- Patrons will be encouraged to make purchases with a credit card.
- Patrons will be complete a survey to confirm they are free of COVID-19 symptoms before entering the hall. If a patron does not complete the survey before entering the hall, they may take it upon arriving. Volunteers will manage this screening process.
- If patrons are experiencing symptoms, they will be asked to exchange their tickets for a later performance.
 - Fever or chills
 - Cough
 - Shortness of breath or difficulty breathing
 - Fatigue
 - Muscle or body aches
 - Headache
 - New loss of taste or smell
 - Sore throat
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea

** An inherent risk of exposure to COVID-19 in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. By entering Abravanel Hall or Capitol Theatre, you assume all risks related to exposure to COVID-19.

Entrance & Exit Procedures:

- Upon arrival, patrons should be masked and ready to wait in socially distanced lines.
- Patrons will be greeted by an usher who will scan their tickets and ensure they are appropriately masked. If a patron does not have a mask, the ushers will offer one or offer options of watching virtually.
- Patrons should proceed straight to their seats or to the restrooms. No loitering in the Lobbies will be permitted. Ushers and the Event Supervisor will direct patron flow to mitigate gathering.
- Once seated, patrons will be asked to stay in their assigned seats and not move into empty seats.
- The attending usher will call the elevator and push the appropriate floor button for the patron.
- Ushers will not touch patrons' tickets, no printed programs will be handed out, and the Usher will remain socially distanced at all times throughout the seating process. Their last action before leaving the patron(s), once seated, will be a reminder to wear their mask throughout the concert and to wait in their seat at the end of the performance for direction to exit the theater.
- Audience will be advised of the dismissal procedure from the performance by an onstage announcement using visual and audio cues. Patrons will be dismissed at the Ushers' direction, by row starting with those seated in the last rows. Patrons must remain in their seats until they are directed to exit.

Front of House Staff:

- New gloves will be issued for each performance to be worn at all times while seating and interacting with patrons.
- Face coverings will be worn while interacting with patrons, and must cover both nose and mouth.
- Ticket takers will scan tickets without touching or taking them from patrons
- Employees working concessions (when open) will be required to wear gloves and face coverings. Concessions selections may be altered to protect patrons, including the use of individually wrapped foods and drink.
- Salt Lake County Arts & Culture Staff will monitor restrooms, elevators, lobbies, and exterior doors to ensure 6-foot social distancing and to prevent congregating
- Ushers and janitorial staff will frequently clean and disinfect high touch surfaces in all audience accessible spaces including the lobby, theatres, concessions areas, hallways, entrances, and restrooms. Special attention will be given to theatre arm rests between uses.
- Programs will be accessed digitally to avoid contact between persons.
- Patrons will be encouraged to make purchases with a credit card, allowing the patron to swipe or insert their own card as needed.

Cleaning and Disinfection:

- Cleaning routines and products are in accordance with CDC and County Health Department guidelines
 - All cleaning and disinfecting products will meet EPA criteria for use against the COVID-19 virus
 - Cleaning routines will ensure that cleaning products maintain proper surface exposure time to adequately disinfect the surface
- Prior to each event cleaning crews will conduct a thorough cleaning and sanitizing routine, including electrostatic cleaning, according to CDC and Health Department standards. (An electrostatic sprayer is a method of applying disinfectant that is electronically charged to allow 360-degree coverage on services. We are using 3M Brand C-DIFF solution which kills 99.9% of the virus).
- Dedicated venue staff or contracted cleaning crews will sanitize high touch areas before, during, and after performances including but not limited to elevator buttons, stair railings, drinking fountains, and door handles
- Open restrooms will be cleaned and disinfected regularly, particularly high-touch surfaces such as faucets, toilets, stall doors, doorknobs, countertops, diaper changing tables, and light switches, prior to doors opening, once the performance begins, and after the performance.
- Restrooms will be adequately stocked with supplies for handwashing, including soap and water or hand sanitizer with at least 60% alcohol, paper towels, tissues, and no-touch trash cans.

HVAC System:

- Salt Lake County Facilities Management and A&C believe that the health and safety of patrons, Contractors, and employees of Salt Lake County is a top priority. Research indicates that HVAC systems play an important role in mitigating the spread of COVID-19. SLCO Facilities Management & A&C are following CDC and ASHAE best practices to help slow the spread.
- All A&C venues have the following CDC and ASHAE recommended HVAC processes in place:
 - Air filters replaced routinely
 - Daily purging of HVAC systems
 - Increased circulation of outside air
- A&C is investigating HVAC and filtration enhancements and modifications
 - Includes reviewing best practices based on Center for Disease Control and American Society of Heating and Air Conditioning Engineers guidelines
- A&C is completing additional studies to understand HVAC systems at all of its venues and additional information is forthcoming

Auxiliary Performance Activities:

	ORANGE PHASE	YELLOW PHASE	GREEN PHASE
LobbyFest	No	No	Back to normal
Coat Check	No	No	Back to normal
Concessions	No	No	Back to normal
Gift Shops	No	For limited items Pre-Ordered items In center of lobby	Back to normal
Receptions	No	No	Back to normal
Water Fountains	No	No	Back to normal
Playbills	Digital only	Digital only	Back to normal
Pre-Concert Lectures	Video/Slides on screens preshow	Video/Slides on screens preshow	Back to normal

2. ORCHESTRA

Returning to Work:

- Orchestra musicians (including substitutes and extras) returning to work shall complete an online safety tutorial and sign a pledge document in which they agree to follow safe practices of social distancing and mask wearing in their daily lives, honestly report symptoms, and guarantee they will make best efforts to keep themselves and their colleagues safe.
 - Staff will do the same in order to return to work in the offices.
 - Guest Conductors and Artists will sign the pledge document and adhere to the Safety Plan.
- The first services in Abravanel Hall will include orientation of safe practices in the building.
- It is USUO's goal to implement a regular testing protocol once community capacity allows.

Entrance Procedure:

- Before coming to work, please do a self-check. If you are experiencing any known COVID-19 symptoms that you cannot attribute to another health condition (see pg. 6 for more details), please stay home and contact the Orchestra Personnel Office as soon as possible.
- Use your best judgement to walk outside from the Salt Palace Garage and use the stairs rather than enclosed elevator spaces where feasible.

- All musicians will enter Abravanel Hall through the ADA entrance for every service. Before entering the building:
 - Each musician and staff member must fill out a symptom disclosure form which will be kept on file for 30 days to allow for contact tracing should the need arise. This form will be kept confidential. Please fill this out 90 minutes before the start of your first service each day.
 - Each musician should check in with a symptom checker in the ADA entrance who will:
 1. Confirm a symptom disclosure form has been filled out for the day
 2. Check temperature using a touchless thermometer (results will be kept confidential). If your temperature reads 100.4°F or higher you will be asked to go home (or wait 5-10 minutes for a re-check if there is concern the high temperature is related to an external factor).
 - a. You should obtain a PCR test 3-5 days after COVID-19 symptom onset or immediately seek medical care if you are having trouble breathing, you are breathing very fast, you are weak and unable to stand, or you are displaying blue color around the lips or face.
 - b. Do not return to work until you are symptom-free; have a PCR-negative test; or you are fever-free for 24 hours without medication AND it has been 10 days since you tested positive for COVID-19.
- Orchestra Personnel will assign arrival times for every service in 15-minute blocks to mitigate crowding at the entrances. The office will send out a survey at the start of the season to every musician for warm-up window preferences. We will use best efforts to accommodate every individuals' needs. Orchestra Personnel will also take into account locker and instrument storage room access needs into staggered entrance times. Due to the evolving science behind wind and brass instrument aerosol production we ask those players make every effort to warm-up at home before coming to work to limit potential aerosol spread in the hall.
- Musicians should proceed straight to the stage to unpack and warm up. Cases and personal items will be allowed onstage but please leave what you can at home. Locker access needs should be worked out directly with Orchestra Personnel.
- Musicians should come dressed for concerts. Locker rooms will not be accessible for changing.
- Signage and directional arrows will be added throughout the backstage area to reinforce a one-way flow. Program-specific onstage and offstage choreography will be emailed and verbally reinforced at one of the first services for that program.

Personal Protective Equipment & Social Distancing:

- Masks covering the nose and mouth and 6-foot social distancing are required at all indoor service venues. Masks must be worn backstage at all times even while keeping socially distant. If you have a chronic medical condition that prevents you from wearing a mask that is medically cleared by your provider, please contact the Orchestra Personnel Office immediately. Face mask guidance will be provided as part of the online back-to-work training.

- USUO asks that musicians wear their own masks to work. We will provide disposable masks to any musician who requests one.
- Masks should be worn until seated—those who are capable should continue wearing their mask throughout the service. Musicians who cannot feasibly wear a mask over their mouth and nose while playing should move it over the mouth and nose when resting or speaking.
- All conductors will agree to wear masks during every service. A microphone will be provided.
- From the [CDC](#): “The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.”
- The following mask types are *not* adequate protection: masks with exhalation valves or vents, face shields without a mask covering the mouth and nose, bandanas and neck gaiters. If you choose to wear one of these face coverings to any service, you will be asked to remove it and given a disposable face mask instead.
- Hand sanitizer will be readily available in backstage areas.
- Please do not wear gloves to work. You will be asked to dispose of them to avoid cross-contamination.

Additional Backstage Information:

- Water fountains will be out of order but water filling stations will not. Please bring your own water bottles from home.
- Dressing rooms will be closed except for the Concertmaster room.
- Kitchen will be closed except for hand washing and percussion needs.
- Backstage doors will be propped open from the first assigned arrival time to the start of service and then again at the end of each service to mitigate surface spread.
- Safe capacities will be posted in each space and outside elevators.
- Restrooms: Large restrooms by the ticket office will be available during rehearsal services. Locker Room restrooms will utilize a footswitch light system to signal the number of individuals inside (no more than two at any time). The Guest Artist Dressing Room restroom will also be open at all services, when there is no guest artist programmed.
- HVAC System: All County venues have the following CDC and ASHAE recommended HVAC processes in place:
 - Air filters replaced routinely
 - Daily purging of HVAC systems
 - Increased circulation of outside air

- The County is investigating HVAC and filtration enhancements and modifications and reviewing best practices based on Center for Disease Control and American Society of Heating and Air Conditioning Engineers guidelines.
- The County is completing additional studies to understand HVAC systems at all of its venues and additional information is forthcoming.
- Signage is posted throughout the building covering: safe social distancing procedures, correct face-covering care, proper handwashing regimen, information about COVID-19 and cleaning protocols.
- Guests will not be allowed backstage under any circumstances.

Staging:

We will utilize our 12-foot extension (when necessary) and keep the stage flat to allow for as much distance between musicians as has been recommended by medical professionals and venue airflow studies.

- No musicians will share stands or chairs over the course of a week.
- Musicians who can wear a mask over their nose and mouth while performing will be spaced at least 6 feet apart from one another.
- Wind and Brass players and Vocalists will not be programmed on live services until distancing and service length recommendations have been made by medical professionals and venue airflow study results. The Symphony and the Musicians may mutually agree to adjust distancing and service lengths as the season progresses upon medical consultation.
- Plexiglas Shields / Barriers will be provided pending the results of the airflow study and recommendations by our engineering team and medical professionals.
- Egress: Stage Right-most players shall exit first directed by Stage Manager and/or Orchestra Personnel.
- Small receptacles will be provided for winds and brass players and will be properly sanitized following each service. We ask that individual musicians dispose of their own paper towels following the final service of a day to help keep our crew safe.

Library:

All concert music will be digitized and then printed for individual preparation and performance. The digitized parts will be available on the Musicians' shared Google Drive.

- Prior to placement on the shared Google drive, string masters will be distributed to the Concertmaster and section principals for bowing and necessary edits (this may be done digitally). String parts will then be digitized and printed for each individual player, presuming 1 player to a stand. Where requested, 8.5x11 copies of relevant pages will be made for players to tape into their parts to facilitate page turns. Should you require such a page, please specify the page number to be copied and it will also be placed in your mailbox.
- The printed parts for stage use and practice will be placed in the assigned musicians' mailboxes for pick up.

- Musicians and conductors will be responsible for placing and removing all music on stage to reduce unnecessary traffic and contact by Librarians on stage. In order to reduce possible surface spread, there will be no folders provided or placed on stage.
- Following the final use of these copied parts, musicians will be free to either keep the materials in their personal libraries, or to dispose of them as they choose. The Library will not accept returns to minimize contamination in the Library.
- At no point will Librarians touch materials once they have been placed in the mailboxes.
- The Librarians will handle all materials with sanitizer and gloves while wearing masks to minimize any contamination.
- During the pandemic, no one, other than the Librarians, will be allowed in the Library. Personal requests for materials not programmed should be made by emailing the Librarians. All requests will be answered within 48 hours, either by providing digitized materials through return email, or printed 8.5x11 physical parts placed in the musician's mailbox. If you need something the day of a service, please call the Library.
- The Symphony will provide a safe place for the Librarians to work. Work spaces and schedules (when necessary) for Librarians will be staggered.

Shared Instruments/Equipment:

- Stools and benches will be personalized and labeled where possible.
- Harps will be designated to specific personnel.
- Earplugs / Cough drops / Kleenex / Pencils: We encourage musicians to supply their own. These items will be available with a hand sanitizer station close by. We ask that each musician dispose of their own refuse following each service to help keep our crew safe.

Percussion Area:

Percussionists should avoid sharing equipment, sticks, and mallets as much as possible during all services. Hands should be cleaned before using any instrument that may need to be used by another percussionist during the week. If sharing of instruments or mallets directly is absolutely necessary, hands should be cleaned before and after the service, and the instrument and / or mallets should be cleaned at the end of the service. All equipment should be cleaned before being returned to the storage room. A UVC wand may be used to clean equipment that cannot be cleaned by disinfectant wipes or liquids. Every attempt should be made to set up equipment the day before a service to avoid crowding of the storage room—schedule must be worked out with Kate Henry in order to communicate accurately with our County hosts. Timpanists will have their own assigned stools.

Sanitization Procedures: Salt Lake County Arts & Culture is responsible for the cleaning of all backstage spaces (except for instrument storage room and conductor suite). We will uphold EPA standards and follow CDC guidance.

- County Operations staff and all cleaning contractors will employ cleaning routines and use products in accordance with CDC and County Health Department guidelines.
 - All cleaning and disinfecting products will meet EPA criteria for use against the COVID-19 virus.

- Cleaning routines will ensure that cleaning products maintain proper surface exposure time to adequately disinfect the surface.
- Prior to each event, A&C staff and contracted cleaning crews will conduct a thorough cleaning and sanitizing routine, including electrostatic cleaning, according to CDC and Health Department standards.
 - Cleaning cannot start until the auditorium and backstage are completely empty of performers, crew, and patrons to avoid recontamination.
- Dedicated venue staff or contracted cleaning crews will sanitize high touch areas before, during, and after performances.
 - Elevator buttons, stair railings, drinking fountains, and door handles.
- Cleaning contractors are responsible to check each employee for symptoms before every shift (verbal or checklist).

Personnel Office:

Access to the personnel offices will be limited to musician meetings that have been scheduled in advance. Forms will be available online in the musician portal. If you do not have access to a printer, please request a hardcopy through Walt or Andrew and they will provide the requested paperwork in your mailbox at the next service. A personnel mailbox will be made available outside the offices.

Meetings:

In-person meetings are discouraged and should be done virtually. If an in-person meeting is essential you should consult Kate Henry and she will arrange an appropriate space that allows for social distancing.

COVID-19 Exposure:

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear **2-14 days after exposure to the virus**. People with these symptoms may have COVID-19. Stay home and obtain a medical test if symptoms persist for 3-5 days. Immediately seek medical care, however, if you are having trouble breathing; you are breathing very fast; you are weak and unable to stand; you are displaying blue color around the lips or face; you are experiencing persistent pain or pressure in the chest; you are experiencing new confusion; or if you cannot stay awake. Please continue to check [here](#) for CDC updates.

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose

- Nausea, vomiting or diarrhea

What should I do if I test positive for COVID-19?

- Isolate right away—stay home and away from other people as much as possible. The health department will call you to find out who you were in close contact with up to 2 days before getting sick or testing positive. The health department may also call USUO to gather contact tracing information.
- Alert Orchestra Personnel immediately.
- Your household should quarantine for 14 days.
- You cannot return to work until your symptoms discontinue and you have been fever-free for 24 hours without medicine AND it has been at least 10 days since you first had symptoms or tested positive. If you have been told by a public health worker that you can end isolation and you are feeling well, you should return to work. A doctor's note will not be required to return to work.

What should I do if I was in close contact with someone who tested positive for COVID-19?

- Close contact means someone was closer than 6 feet (about 2 arm lengths) to a person who has COVID-19 for 15 minutes or longer while not wearing appropriate personal protective equipment. The health department will may ask you to quarantine for up to 14 days.
- Alert Orchestra Personnel immediately.
- Your household does not need to quarantine unless you develop symptoms and test positive for COVID-19.
- If you have been told by a public health worker that you can end isolation and you are feeling well, you should return to work. A doctor's note will not be required to return to work.

Test Results:

An employee's test result is considered private health information and is kept confidential by public health. All test results will be reported to the Utah Department of Health and to the local health department in the health district where the employee lives. Public health only shares the names of employees who test positive for COVID-19 with an employer if it is necessary to find others who may have been exposed to the virus. An employee's name or test result is not shared publicly or with the media.

Cleaning after Exposure:

Any areas at Abravanel Hall suspected to be exposed to COVID-19 will be closed off immediately. USUO and Salt Lake County Arts & Culture will follow CDC guidelines to wait 24 hours before cleaning the area and will take measures to increase air circulation during this waiting period.

Communication:

USUO Administration will receive updates from the CDC, Salt Lake County, and public health authorities in the state of Utah. In the event of any cancellation of services and/or office shutdown prompted by the CDC or local authorities, information will be disseminated through the company via our Emergency Communication Procedures and our emergency text alert system. Updates will also be posted on our website (under Press Room) and by calling 801-869-9098 (hotline message box). The Public Health Department and USUO Administration will work together to contact trace should the need arise.

Travel:

Regardless of where you traveled or what you did during your trip, take these actions to protect others from getting sick:

- When around others, stay at least 6 feet (about 2 arms' length) from other people who are not from your household. It is important to do this everywhere, both indoors and outdoors.
- Wear a mask to keep your nose and mouth covered when you are outside of your home.
- Wash your hands often or use hand sanitizer.
- Watch your health: Look for symptoms of COVID-19, and take your temperature if you feel sick.

Follow [state](#) and local recommendations or requirements after travel.

Please keep advised of CDC Travel Health Notices when planning a trip:

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notice.html>

3. STAFF

Returning to Work:

- Before returning to work, all staff will complete an online safety tutorial and sign a pledge document agreeing to follow safe practices of social distancing and mask wearing in our daily lives, honest reporting of symptoms, and guaranteeing that we will make best efforts to keep yourselves and our colleagues safe. Musicians will do the same in order to return to work safely.
- Departments will stagger returning to work. Only employees who cannot perform their regular duties remotely should be commuting to work at Abravanel Hall or the Production Studios. If you have questions about whether or not you should be working onsite, please discuss directly with your Department Head.
- Visitors will not be allowed in the offices. Meeting with outside associates should be scheduled virtually or offsite.

Entrance/Exit Procedure:

- Before coming to work, please do a self-check, including checking your temperature. If you are experiencing any known COVID-19 symptoms that cannot be attributed to another health condition or have been exposed to COVID-19 in any known way (see the Practices for Sick Employees Section below), please stay home and contact your Department Head, who will notify HR, immediately.
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Abravanel Hall Staff

- All USUO staff will enter Abravanel Hall through the security entrance. Enter main AH offices through the kitchen door (drop off lunch on the way to your work space), which will remain

propped open to minimize surface spread. Ticket Office staff will enter Abravanel Hall through the Ticket Office Doors. Signage will be placed accordingly. Immediately wash hands once you enter the building (work room, kitchen sink, and restrooms will be available with soap and wipes).

- Check in at the front desk to confirm an online symptom disclosure form has been filled out for the day (<https://usuo.org/covid-19>). This should be completed at home before commuting to work.
- Exit AH offices through the front desk door and exit the building through the lobby (exit to the alley). Signage will be placed accordingly.

Production Studios Staff

- All USUO staff shall wash their hands immediately upon entering Production Studios. There will be bottles of hand sanitizer by each entrance.
- There is a non-contact thermometer at the front desk to use if you may be developing a fever. Please use one of the gloves at the front desk when handling and sanitize before/after use.
- Specific information regarding Opera rehearsals will be sent out closer to rehearsal dates.

Personal Protective Equipment & Social Distancing

- Face coverings and 6-foot social distancing are required in Abravanel Hall and Production Studios. All staff must wear a face covering over their nose and mouth at all times unless alone in your office.
- Face coverings should be worn when meeting with colleagues, when walking around common areas such as the kitchen, workroom, lounge, and hallways, and when entering and exiting the building. Please respect others' office spaces in open areas such as the front desk and cubicles.
- Every employee is asked to provide their own face covering. Some disposable face coverings will be available at the security entrance and ticket office entrance, but supply will be limited.
- From the [CDC](#): "The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance."
- The following mask types are *not* adequate protection: masks with exhalation valves or vents, face shields, bandanas and neck gaiters. If you choose to wear one to any service, you will be asked to remove it and given a disposable mask instead.

Cleaning Procedures:

- Hand sanitizer and disinfectant spray or wipes will be available in common areas including the front desk, the ticket office, the work room, and the kitchen.
- Door handles will be sanitized daily, but please contribute by wiping down door handles upon leaving the restrooms.

- After using equipment or counter/desk space in common areas (i.e. printer, fridge, cupboard handles, etc.), please wipe down with Lysol spray or wipes that will be provided.
- Additional cleaning precautions will be taken.

Meetings

- In-person meetings are discouraged and should be done virtually via Zoom, Teams, or telephone. If in-person meetings are essential, please sit at a minimum of 6 feet apart to maintain social distancing and wear masks.
- If in-person meetings are needed, schedule meeting spaces with Kate Henry for Abravanel Hall and Brooke Hundley for Production Studios to ensure that there is adequate time between meetings and no double-booking of spaces.

Additional Information

- Safe capacities will be posted in each space and outside elevators.
- HVAC System: All County venues have the following CDC and ASHAE recommended HVAC processes in place:
 - Air filters replaced routinely
 - Daily purging of HVAC systems
 - Increased circulation of outside air
- A&C is investigating HVAC and filtration enhancements and modifications and reviewing best practices based on Center for Disease Control and American Society of Heating and Air Conditioning Engineers guidelines
- A&C is completing additional studies to understand HVAC systems at all of its venues and additional information is forthcoming Signage will be posted throughout the building covering: safe social distancing procedures, correct face-covering care, information about COVID-19 and cleaning protocols.
- Water fountains will be out of order, but the water bottle filling station in the work room will be available for use. Please bring your own water bottle from home.
- The coffee maker will not be used at this time.
- The kitchen will be open, but we encourage staff to eat in their own workspaces or outside rather than congregating in the kitchen or Musicians' Lounge.
- All restrooms will be available for use, although orchestra restrooms will be reserved for orchestra musicians during services. Upon exiting restrooms, wipe down surfaces and handles with disinfectant wipes.
- We encourage employees to provide their own medicine, cough drops, feminine hygiene products, and Kleenex rather than using the company supply.
- For instructions on use of company vehicle, please contact Lyndsay Keith.

COVID-19 Exposure:

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear **2-14 days after exposure to the virus**. People with these symptoms may have COVID-19. Stay home and obtain a medical test if symptoms persist for 3-5 days. Immediately seek medical care, however, if you are having trouble breathing, you are breathing very fast, you are weak and unable to stand or you are displaying blue color around the lips or face.

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

What should I do if I test positive for COVID-19?

- Isolate right away—stay home and away from other people as much as possible. The health department will call you to find out who you were in close contact with up to 2 days before getting sick or testing positive. The health department may also call USUO to gather contact tracing information.
- Alert your Department Head immediately, who will then notify HR.
- Your household should quarantine for 14 days.
- You cannot return to work until your symptoms discontinue and you have been fever-free for 24 hours without medicine AND it has been at least 10 days since your first had symptoms or tested positive. If you have been told by a public health worker that you can end isolation and you are feeling well, you should return to work. A doctor's note will not be required to return to work.

What should I do if I was in close contact with someone who tested positive for COVID-19?

- The health department and/or USUO will ask you to quarantine for 14 days. Close contact means someone was closer than 6 feet (about 2 arm lengths) to a person who has COVID-19 for 15 minutes or longer while not wearing appropriate personal protective equipment.
- Alert your Department Head immediately, who will then alert HR.
- Your household does not need to quarantine unless you develop symptoms and test positive for COVID-19.
- If you have been told by a public health worker that you can end isolation and you are feeling well, you should return to work. A doctor's note will not be required to return to work.

Test Results: An employee's test result is considered private health information and is kept confidential by public health. All test results will be reported to the Utah Department of Health and to the local health department in the health district where the employee lives. Public health only shares the names of employees who test positive for COVID-19 with an employer if it is necessary to find others who may have been exposed to the virus. An employee's name or test result is not shared publicly or with the media.

Cleaning after Exposure: Any areas at Abravanel Hall suspected to be exposed to COVID-19 will be closed off immediately. USUO and Salt Lake County Arts & Culture will follow CDC guidelines to wait 24 hours before cleaning the area and will take measures to increase air circulation during this waiting period.

Communication: USUO Administration will receive updates from the CDC, Salt Lake County, and public health authorities in the state of Utah. In the event of any cancellation of services and/or office shutdown prompted by the CDC or local authorities, information will be disseminated through the company via our Emergency Communication Procedures and our emergency text alert system. Updates will also be posted on our website (under Press Room) and by calling 801-869-9098 (hotline message box). The Public Health Department and USUO Administration will work together to contact trace should the need arise.

Travel: Regardless of where you traveled or what you did during your trip, take these actions to protect others from getting sick:

- When around others, stay at least 6 feet (about 2 arms' length) from other people who are not from your household. It is important to do this everywhere, both indoors and outdoors.
- Wear a mask to keep your nose and mouth covered when you are outside of your home.
- Wash your hands often or use hand sanitizer.
- Watch your health: Look for symptoms of COVID-19, and take your temperature if you feel sick.
- Please be considerate of other employees when you make travel arrangements.
- Stay away from areas that are highly infected, as recommended by the CDC.

Follow [state](#) and local recommendations or requirements after travel.

Please keep advised of CDC Travel Health Notices when planning a trip:

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notice.html>

Version Tracking:

- August 21, 2020 – Staffing, Box Office & Front of House Plans Released
- September 2, 2020 – Removed “Orange Phase” from the document title; added orchestra safety plan to document.