

# Technical Production Commission's COVID-19 Reopening Guides

## Lobby Considerations

Venues and institutions should confer with local health and safety officials and other authorities having jurisdiction (AHJs) when developing plans for front of house operations.

### Maintaining Cleanliness (more information on cleaners in other document)

- In advance: Installing high-efficiency air filters. Installing physical barriers, such as clear plastic sneeze guards. [1, 4]
- Sanitizer Stations in the lobby and the theatre (60% Alcohol): Once a patron has presented their ticket and entered the venue, there should be hand sanitizer or options for hand washing immediately in front of them. Appoint ushers at points of ingress to ensure that all patrons enter with clean hands and are wearing their face coverings. [1, 2, 3]
- Provide guests with tissues as needed and no touch trash bins. [4]
- During events: clean and sanitize these and other high touch surfaces that exist in your spaces, or consider removing those that are not needed in advance: [1, 2]
  - Door handles, handrails, push plates, bike racks, or other barricades, elevator buttons, ticket counters, telephones, keypads, tables and chairs, water fountains, vending machines.
- Guests should be instructed to wear face coverings inside at all times. [2, 3]
- Consider eliminating food service altogether or relocating to exterior locations. [3]
  - Should you permit indoor dining, do so in accordance with state and local mandates and guidelines. [3] Remember to increase trash receptacles in those areas. Self serve drinks should not be chilled in ice water. More info on CDC Restaurants.

### For ticketing, box office, ushers, other employees or volunteers:

- Shall be instructed on proper use and requirements of face coverings. Ex: Workers doing temperature screening need N-95 masks when dealing with potentially sick guests. [1, 2, 4]
- Gloves are not a substitute for regular hand washing. Gloves should be worn for temperature checks, customer interaction, cleaning, etc. Workers should be trained on the proper use of gloves, including frequency of disposal and hand-washing based on the worker's specific duties, to avoid spreading the virus in high-touch areas. [1, 2]
- Limit the number of ticketing windows, have hand sanitizer at the window, and mark out six-foot queue spacing to the window. Sanitize pens or encourage guests to use their own. [1, 2]
- Consider ways to remove passing of paper and other items:
  - Prepaid/digital ticketing processes, touchless in-person payment methods. [3]
  - Use e-tickets and phone scanners, or guests retain the ticket after scanning. [1]
  - Create a digital program that is emailed out or projected in the theatre. [3]
  - Suspend the sale of merchandise or make sales touchless. [1, 4]

### Added Signage

- Add signage and floor markings to reinforce expected guest behavior (six-feet social distancing, masks) Ensure that signs are clear, easy to read and there are ushers stationed to model behavior and state the rules for those unable to read them. [1, 2]
- Visit the CDC website for many posters that can be used for your event.

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## Resources:

1. Event Safety Alliance Reopening Guide, pages 5-19,  
<https://www.eventsafetyalliance.org/esa-reopening-guide>
2. CDC Events and Gatherings, <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/considerations-for-events-gatherings.html>
3. PACC Reopening, pages 16-22,  
<https://www.apap365.org/Portals/1/PDFs/Advocacy/PACC%20Reopening%20Advisory%20%20Draft%20%20%20%20%20%20%20%20Ver%204.0.pdf>
4. OSHA3990, <https://www.osha.gov/Publications/OSHA3990.pdf>

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