

## Ritz Community Theatre COVID-19 Policies and Procedures

These will be updated as we continue to evaluate the novel COVID-19 crisis with extreme seriousness and diligence.

### Cleaning Upgrades

1. Sanitizing stations will be set up in the lobby and other vital areas before each performance, rehearsal, etc.
2. Face masks will be purchased and will be available to those who arrive without a mask during performances, rehearsals, etc.
3. RTC will purchase a no-touch thermometer for the use of staff, production stage managers, and instructors.
4. Water bottles will be provided during the camp.

### Ticket Policies

1. We encourage patrons who feel unwell NOT to attend and reach out to the Box Office for assistance with exchanging tickets to a future show.
2. Physical tickets **are not** required and **will not** be collected by those working in the Box Office.
3. We will simply verify the identity of your party's name upon entering the theatre.
4. We will encourage and prefer pre-ordering tickets online rather than purchasing in person.
  - a. RTC strongly encourages purchases by Credit Card if purchasing at the performance or during day time hours.
  - b. Cash transactions will be kept at a minimum

### Volunteers

1. Volunteers must self-monitor temperature before arrival at work. Any fever 100 or above and they are to stay home. They must be without a fever for three days (without the use of fever-reducing medication) before returning to work.
2. Volunteers should screen themselves before arriving at the theatre and will be sent home if they have any of the following new or worsening signs or symptoms of possible COVID-19:
  - a. Cough
  - b. Sore throat
  - c. Shortness of breath or difficulty breathing
  - d. Loss of taste or smell
  - e. Chills
  - f. Diarrhea
  - g. Repeated shaking with chills
  - h. Feeling feverish or a measured temperature greater than or equal to 100.00 degrees Fahrenheit
  - i. Muscle pain
  - j. Known close contact with a person who is lab-confirmed to have COVID-19
  - k. Headache
3. Volunteers with any of the new or worsening signs or symptoms listed above will not be allowed to return until:
  - a. In the case of a volunteer who was diagnosed with COVID-19, the individual may return to the theatre when all three of the following criteria are met: at least 3 days (72 hours) have passed since recovery (resolution of fever without the use of fever-reducing medications); and the individual has improvement in symptoms (e.g., cough, shortness of breath); and at least 10 days have passed since symptoms first appeared; or
  - b. In the case of a volunteer who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to the theatre until the individual has completed the same three-step criteria listed above; or
  - c. If the volunteer has symptoms that could be COVID-19 and wants to return to the theatre before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis
4. Volunteers with known close contact to a person who is lab-confirmed to have COVID-19 will not be allowed to return to the theatre until completing the 14-day self-quarantine period from the last date of exposure.
5. Whenever possible, the temperature of all volunteers will be taken upon arrival.
6. Volunteers should wash or sanitize their hands upon entering the theatre, and between all interactions with patrons.
7. Volunteers should maintain at least 6 feet of separation from other individuals. When this is not feasible, other measures such as face-covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.
8. Whenever possible, volunteers are advised to wear cloth face coverings (over the nose and mouth) to be consistent with the action taken by many businesses across the state.
9. Masks will be provided for volunteers to wear at the theatre.
10. Hand sanitizing options will be provided in the box office, and those working in the box office will clean their hands after each cash transaction
11. If someone doesn't feel well, they are to leave immediately, and we highly recommend they consult a doctor.
12. High touch areas (handles, bathrooms, etc.) will be sanitized before and after performances
13. All doors during the day that can be propped open will be so that volunteers will not have to touch them consistently.
14. Hand sanitizer and disinfecting wipes will be available for any who want to use them.
15. The building is locked down until businesses can reopen as usual. No visitors or patrons allowed until that time.

### Front of House/Box Office/Concessions

1. The Box Office will open one hour before performances and will be accessible by the exterior sales window.
2. Front of house will not open until the house is ready to open so that patrons will not have to congregate in the lobby.
3. The cast and crew of a show will not meet in the lobby or house for meet and greets.

- a. Modified meet and greets, and photo opportunities may be established as per the direction of the board following current guidelines and recommendations
- 4. Ushers and volunteers will have temperatures taken as soon as they arrive, anyone with a 100-degree fever will be sent home immediately.
  - a. Individuals must go three days without a 100-degree fever (without the use of fever-reducing medication) before returning to volunteer.
- 5. Masks will be made available for ushers and volunteers in the lobby and/or mainstage area.
- 6. The house doors will be propped open to allow audiences to enter without touching a door handle.
- 7. Physical tickets will not be necessary. We will only need to know the name of the reservation.
  - a. No ushers or volunteers will touch a ticket that audience members have in their possession.
- 8. Audiences will be greeted with an in-person curtain speech to explain that after the show is over, the audience will be dismissed one row at a time to help with traffic flow.
- 9. The concession stand will feature set prices for items and will only sell packaged items such as candy bars and bottled drinks.
- 10. Programs will be available digitally through the internet.
- 11. There will be NO physical programs available at performances.
- 12. Audience size may be limited in scope based on current guidelines and recommendations.
- 13. **Audiences must wear masks when attending shows until instructed otherwise by the CDC.**
- 14. Some camps may be sent a link for streaming performances for high-risk family members and friends if possible as per licensing agreements
- 15. No gifts will be allowed in the theatre from audience members (i.e., flowers or candy), they must be kept in cars during the performance.

#### Patrons

- 1. **Individuals aged 65 or older are at a higher risk of COVID-19. To the extent possible, avoid contact within 6 feet with individuals aged 65 and older. Individuals aged 65 and older should stay at home as much as possible.**
- 2. Patrons should limit the size of their party to 10 individuals and minimize in-person contact with others, not in the individual's household. This includes maintaining 6 feet of separation whenever possible. When maintaining 6 feet of separation is not possible, other methods should be utilized to slow the spread of COVID-19, such as wearing a face covering or mask, washing or sanitizing hands frequently, and avoiding sharing utensils or other common objects.
  - a. Seating will be configured so that groups do not sit within 6 feet of one another
- 3. Patrons should self-screen before arriving at the theatre for any of the following new or worsening signs or symptoms
  - a. Cough
  - b. Shortness of breath or difficulty breathing
  - c. Chills
  - d. Repeated shaking with chills
  - e. Muscle pain
  - f. Headache
  - g. Sore throat
  - h. Loss of taste or smell
  - i. Diarrhea
  - j. Feeling feverish or a measured temperature greater than or equal to 100.00 degrees Fahrenheit
  - k. Known close contact with a person who is lab-confirmed to have COVID-19
- 4. Patrons should wash or disinfect their hands upon entering the theatre and after any interaction with volunteers, other patrons, or items in the theatre
- 5. Patrons should consider wearing cloth face coverings (over the nose and mouth) when entering the theatre, or when within 6 feet of another person who is not a member of the patron's household.
- 6. Patrons may wish to carry hand sanitizer and use it regularly while at the theatre, especially after contact with individuals outside the household and before and after eating.
- 7. Please avoid crowded areas of the theatre, such as the foyer before or after the performance or during intermission

#### Seating

- 1. Seating capacity will be limited to 50% of the theatre's capacity
- 2. Two empty seats will be maintained between groups in any row, except as follows:
  - a. Two or more members of the same household can sit adjacent to one another, with two seats empty on either side.
  - b. Two individuals who are not members of the same household but who are attending together can sit adjacent to one another, with two seats empty on either side.
- 3. Every other row will be left empty to maintain 6 feet of separation between patrons.
- 4. Seats and frequently touched areas will be disinfected between performances.
- 5.

#### Productions

- 1. All leads will be understudied whenever it is possible to do so.
- 2. Auditions may be done virtually or by assigned times.
- 3. Masks will be provided during rehearsals.
- 4. All participants will have their temperature taken at arrival to the theatre, anyone with over 100-degree fever will be sent home immediately.
  - a. The individual must go three days without a 100-degree fever (without the use of fever-reducing medication) before returning to rehearsal.

5. Production staff will sanitize all door handles to get into rehearsal space before rehearsal and after rehearsal.
6. No sharing of pencils during rehearsal.
7. No sharing of water bottles or snacks.
8. No Opening Night Snacks
9. No cast parties
10. No backstage guests, prior or after the show.
11. Productions will spray down counters, tables, bathroom doorknobs, dressing room knobs, and entrance doors every night of tech and during the run of the show.

#### **Intermission**

1. Patrons should maintain 6 feet of distance between one another while waiting for service at the snack bar at intermission.
2. Line markers will be set to ensure social distancing while awaiting service.
3. Hand sanitizer, disinfecting wipes, soap, and water will be made available to volunteers and patrons
4. Cash payments and donations will be taken by a separate volunteer
5. The volunteer(s) helping with food and drinks will have no contact with cash transactions.
6. All surfaces used during intermission will be cleaned after intermission and between each performance.

#### **Props, Sets, and Costumes**

1. There will be NO DONATIONS taken until further notice.
2. Any tool used from the shop must be disinfected and placed back in the shop.
3. Before new production:
  - a. All props must be sanitized while being pulled for rehearsal.
  - b. Props will ONLY be touched by the actor who uses said prop. Props must be present and checked by the actor ONLY. (Stage Managers can double-check but will NOT move props before the show.
4. During a show:
  - a. All individual props sanitized at the end of each night by the stage crew.
  - b. All furniture sanitized after each rehearsal by the stage crew.
  - c. Limit the use of shared props between cast members when possible.
  - d. Edible props will be prepared and pre-set by the actor consuming them
  - e. Set door handles and handrails sanitized after each rehearsal
  - f. In general, limit the number of individuals in contact with each prop.
5. After Show Run
  - a. All props should be sanitized before returning to storage.
6. Costumes will be sanitized often and as thoroughly as possible.

#### **Tech Booth**

1. Walkie talkies will be assigned to the person using them and will be sanitized before being checked back in
2. Soundboard and light board disinfected at the end of each night.
3. Computer mice, keyboards, and monitors should be cleaned daily.
4. No more than 3 people in the Tech Booth areas (pit, booth, and office) at any given time.
5. Disinfect light switches and doorknobs when leaving

#### **Classes and Camps**

1. We request that no parents or guardians visit during camp or camp sessions except to drop-off and pick-up campers
  - a. If lunches or other necessary items need to be dropped off, they can be left with the staff member at the front desk
  - b. Items will be labeled with the camper's name and delivered to the camper or their cubby as soon as possible
2. Pick-up and Drop Off during camp (not including performances)
  - a. Parents/Guardians shall remain in their vehicles during pick-up and drop-off
  - b. Parents/Guardians shall be notified of specific areas to pick-up and drop-off their campers
3. All participants will have their temperatures taken at arrival at the theatre. Anyone with a 100-degree temperature or above will be sent home immediately.
  - a. The individual must go three days without a 100-degree fever (without the use of fever-reducing medication) before returning to the theatre.
  - b. As always, we will continue to encourage parents to be on alert for signs of any illnesses and to keep children home if they are unwell.
4. Masks will be available for participants and staff while attending rehearsals or class.
5. Social distancing will be observed whenever possible
6. Instructors will disinfect all learning areas in use by their students before and after class
  - a. Instructors and staff will also be asked to disinfect surfaces, class materials, props, and costumes as needed during class time and after.
7. Staff, instructors, and students will make it routine to wash hands before class time, at snack time, and before leaving the theatre.
  - a. Hand sanitizing stations will also be made available
8. Rules regarding snack/break time during classes and summer camps:
  - a. Students will be provided bottled water each day of camp
  - b. Students may bring their lunch and snacks.
  - c. Each student will be assigned a spot to store their food and snacks each day.
  - d. These areas will be sanitized before each day of camp begins

- e. Students may not share snacks or drinks at any time
- 9. Students may not share personal items or class materials/items that are assigned to them.
  - a. Class materials and items include but are not limited to general classroom materials, art materials, papers, scripts, props, tools, protective wear, and costuming.
  - b. Personal items include but are not limited to clothing, personal hygiene items, snacks, toys, sensory needs, books, phones, and miscellaneous electronic devices.

We encourage you to continue practicing recommended sanitary standards by the CDC and ask that you only plan to be in attendance if you are feeling in good health. And as always, please wash your hands! If you have not yet, we encourage you to visit (<https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>) for information on how to prevent illness best.

If you are feeling unwell, please don't hesitate to contact our box office to reschedule your visit for a later performance or a different production. Our box office number is 325-305-0055, and we will be happy to exchange your tickets for you. You can also email [info@ritzcommunitytheatre.org](mailto:info@ritzcommunitytheatre.org), as the staff is currently working remotely, and most easily accessible by email.

As the situation evolves, we will continue to keep you informed. If you have any questions about our preparations around this or any other public health issue, please feel free to reach out to us at [info@ritzcommunitytheatre.org](mailto:info@ritzcommunitytheatre.org).