



SPRINGFIELD SYMPHONY ORCHESTRA

Updated September 8, 2020

Springfield Symphony Orchestra Re-Opening Guidelines

The purpose of these guidelines relate only to the re-opening of the Springfield Symphony Orchestra(SSO) at Hammons Hall on the campus of Missouri State University. By hosting a large number of people on-site during concerts, the SSO will operate in a manner such that persons from different households or small groups are able to substantially maintain 6 feet of separation from other persons or small groups outside their own group while in common areas and seating will be social distanced following recommendations of MSU and the Greene County Health Department.

The overarching goal of these guidelines is to reduce the risk of exposure to COVID-19 by maintaining safe distances between people (at least six feet), reducing contact with and improving sanitization of common surfaces, and increasing personal protective equipment use. MSU and SSO operators will evaluate the profiles of their patron and staff/player/volunteer engagement with the venue and other persons at such venue to make appropriate adaptations as necessary, even if not specifically described below. Finally, event operators and planners will consider whether the event can safely be hosted even with substantial modifications.

These guidelines do not replace or supersede any requirements applicable to the SSO pursuant to law or regulation in place by the State of Missouri, the Greene County Health Department, the City of Springfield, and MSU. Rather, these guidelines are intended as a supplement to assist with safely reopening and providing services due to COVID-19. These guidelines are subject to change.

SSO Staff/Player/Volunteer Protection

- Onsite screening all Staff/player/volunteer reporting to work for COVID-19 symptoms with the following questions:
 - Have you been in close contact with a confirmed case of COVID-19 within the past 14 days (Note: does not apply to medical personnel, first responders, or other individuals who encounter COVID-19 as part of their professional or caregiving duties while wearing appropriate PPE)?
 - Are you experiencing a cough, shortness of breath or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had new loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
- Temperature screening staff/player/volunteer:
 - We will take staff/player/volunteer temperatures on-site with a no-touch thermometer each day upon arrival at work and keep a log for contact tracing.
 - Minimum: temperatures can be taken before arriving. Normal temperature should not exceed 100.4 degrees Fahrenheit
 - Any staff/player/volunteer who exhibits COVID-19 symptoms (i.e., answers “yes” to any of the screening questions or who is running a fever) is to leave the premises immediately and seek medical care and/or COVID-19 testing, per Missouri Department of Health, Greene County Health Department, and CDC guidelines. Employer will maintain the confidentiality of employee health information.
 - If the ability to leave immediately is not an option, SSO will utilize the board room as quarantine zone onsite at Hammons Hall.
- All staff/player/volunteer should stay home when feeling ill, when exposed to COVID-19 (e.g., positive household member case), or if diagnosed with a confirmed case of COVID-19. Staff/player/volunteer who are particularly vulnerable to COVID-19 according to the CDC (e.g., due to age or underlying conditions) are encouraged to stay home
- Staff/player/volunteer will wear cloth face coverings (not an N-95 or medical mask, which should be reserved for healthcare workers) while at onsite and the Hall to help protect against the spread of the virus
- Staff/player/volunteer will be masked at all times. Encouragement of handwashing and sanitizer when coming in contact with surfaces.
 - Hand Washing. Frequent hand washing with soap is vital to help combat the spread of any virus. When a sink is available, workers should wash their hands for twenty seconds at least every 60 minutes, and dry thoroughly with a disposable towel or dryer. As a backup, workers may use sanitizer containing at least 60% ethanol or 70% isopropanol when a sink is not available
- Staff/player/volunteer will be trained on mitigation and safeguards, including social distancing protocol for interacting with patrons.
 - Social Distancing. Public health guidance stresses that whenever possible, everyone should leave at least six feet (about two meters) to the person closest

to them. Where a task cannot be accomplished working alone, workers can limit their exposure by forming a “work team” in which people routinely work together, but they keep their distance from everyone else. **Face Covering required.**

- **Face Coverings.** Physical respiratory protection such as a cloth face covering should be worn whenever people are within six feet of each other because (a) COVID-19 is spread through respiratory droplets and (b) a significant number of infected people will show no outward symptoms of illness. Instruction will be provided on proper use.

Cleaning and Sanitizing of Hammons Hall

SANITIZING THE VENUE

Sanitizing High-Touch Areas. As soon as staff/players/volunteers begin to load in and arrive, surfaces and objects that are touched frequently, such as the ones listed below, should be regularly disinfected using products approved by the applicable health authority. MSU will be providing sanitizing using CDC guidelines and using Hillyard products

- Public Areas (lobby, hallways, dining and food service areas)
- Door handles, handrails, push plates
- Handrails for stairs, ramps, and escalators
- Elevator buttons – inside and out
- Ticket counters
- Telephones, Point of Sale terminals, and other keypads
- Tables and chairs
- Beverage stations, water fountains, vending and ice machines
- Trash receptacle touch points
- Restrooms (front and back of house as well as portable units)
- Door handles and push plates
- Sink faucets and counters, and toilet handles
- Lids of containers for disposal of women’s sanitary products
- Soap dispensers and towel dispenser handles
- Baby changing stations
- Back of House Offices, Dressing Areas, Production Areas
- Individual office and other room furniture
- Light switches and thermostats
- Cabinet handles
- Telephones, computers, other keypads, mouse
- Microphones

- Patron seats
- Ticket scanners
- Backstage and technical equipment
- Counter surfaces
- Handles of beverage and towel dispensers
- Handles of sinks, including handwashing sink and mop sink
- Cleaning tools and buckets
- Music stands(before and after rehearsal and performance)
- Player chairs(before and after rehearsal and performance)

Patrons

- Queuing for Ingress.
 - SSO will have more entries open for arrival
 - SSO will be utilizing a staggered ingress in order to minimize lines ticket scanning and seating in order manage demand at the entrance. Scheduled Patron arrival times
 - Ingress seating front to back
 - Contactless ticket scanning
 - Patron will pick up their own concert program upon entry
 - Patron will(should)dispose of program upon departure of concert
 - A limited number of unscheduled entries is recommended to accommodate patrons stuck in traffic or physically unable to sit in a seat for a long time.
 - Designate one-way flow of traffic
 - Hand sanitizer provided upon arrival into the Hall.
 - Position staff and/or prop doors open for guest entry to allow for easy flow of traffic and a touchless entry(weather permitting).
 - Patrons without a mask upon arrival will be offered a disposable one.
- Will Call and Box Office windows are protected by glass partitions.
 - Patron social distancing will be preserved by opening fewer windows and marking appropriate queuing space
 - SSO will promote online ticket purchase(when applicable) to eliminate on-site ticket purchase and queues at the box office
 - Tickets will be mailed prior to event
 - If needed, ticket up pick will be designed to limit gathering
- Concert Protocol
 - Intermission has been eliminated
 - Disposable mask provided for patrons that do not have one in their possession.
 - No gathering in the lobby before, during, or after

- Signage will be displayed throughout Hammons Hall regarding the City of Springfield face covering mandate
 - Social distancing, handwashing, and hand sanitizing
- Face Covering must be worn during performance
 - Message will be reiterated via announcement, concert program inserts, and a third party security company.
 - Exceptions per Section 58-1102 from Springfield City Code, Chapter 58, 'Health and Sanitation,' Article XIII, 'COVID-19 pandemic,' that are applicable to a SSO concert:
 - Children under the age of 3;
 - Children ages 3 to 11 are strongly encouraged, but not required to wear a Face Covering, while under the direct supervision of an adult;
 - Persons with health conditions that prohibit wearing a Face Covering.
 - Any person for whom doing so would be contrary to their health or safety because of a medical condition;
 - Persons who have trouble breathing, or are unconscious, incapacitated, otherwise unable to remove the Face Covering without assistance;
 - Persons who are hearing impaired, or someone who is communicating with a person who is hearing impaired, where the ability to see the mouth
 - Is essential for communication
- Egress Process
 - Patron dismissal by row
 - Additional exit doors will be open from inside the performance hall to ease egress and to prevent queues and increase social distancing.
 - Patron will(should)dispose of program upon departure of concert
 - Face covering are not to be removed until **outside** Hammons Hall
- Patron Contract Tracing
 - All patrons have assigned seating
 - All tickets will be scanned upon entry
 - Will share this info with the Greene County Health Department upon request
- Patron Seating
 - Patron seating will be at 50% or less of required State guidelines
 - Patrons will be seated/grouped by ticket account holder
 - 2 seats between the next group

- Every other row will be empty/blocked off
- Messaging for safety protocol
 - On Hall monitors for face coverings and social distancing.
 - Program insert
 - Announcement pre-concert
 - Signage throughout the Hall and on all doors
 - Social distancing medallions on the floors
 - Pre-event PSA via Social media, newsletters, and SSO website
 - Create “Know before you go” One-Pager/communication sent prior to day of show
- Patron Restrooms
 - Volunteer monitor for social distancing and maintain low numbers
 - To provide adequate social distancing in restrooms, utilize strategies such as taping off every other restroom fixture that does not have full barriers, control the capacity of specific restroom while maintaining health code requirements, while social distancing is required.
- Lobby and Foyer
 - Will convert spaces to either one-way traffic or mark off specific two-way travel lanes where space allows to allow for proper distancing during both ingress and egress. Directional signage will be placed.
 - Reinforce signage that enforces social and physical distancing and consider gracious messaging to reduce resistance to following minimum standards/ house rules.
- Other:
 - Elevator attendant and elevator capacity, so parties can travel together safely.
 - Utilize digital signage to reinforce distance and hygiene messaging.
 - Proactively anticipate a reseating section of the facility where guests may need to be relocated if they have COVID-19 concerns with their current location.
 - If a patron does exhibit symptoms, the Hall Board room will be used until patron can safely leave the building.
 - Executive Director Jennifer Cotner-Jones is designated person responsible for Covid-19 concerns for the front of the house. Aleksis Zarin, Operations Manager is designated person responsible for Covid-19 concerns for the back of the house.

Orchestra Health and Safety Protocols

Updated August 20, 2020

The SSO is committed to providing the safest possible conditions for the musicians, staff and patrons. The protocols and policies in this document are informed by CDC guidelines, reputable scientific studies, guidance of trusted health officials, and considerations from musician surveys. This information is subject to change as new/updated information and recommendations become available and will be re-evaluated on a per-concert basis. These guidelines have been reviewed by the Springfield-Greene County Health Department.

PRIOR TO ARRIVAL:

- Musicians are asked to monitor their health closely in the two weeks prior to the first rehearsal of each concert cycle. Please consider avoiding any large gatherings, unnecessary travel, and high-risk activities during this 14-day period.
- During the 14-day period, musicians who test or have recently tested positive for COVID-19 have had direct prolonged contact with someone who's tested positive are ineligible to participate in the concert week without being penalized.
- General guidelines from the CDC website and Springfield-Greene County Health Department include:
 - Any individual who has tested positive for COVID-19 must isolate at home for at least 10 days after the onset of symptoms, and to be fever-free for at least 24 hours.
 - Any individual who has tested positive for COVID-19 will be contacted by their local health department to perform a contact tracing interview. They will be asked to provide a list of all household, workplace and community contacts with which they have had close contact in the 48 hours prior to symptom onset, up to the time of their positive test.
 - Any individual who has had direct, prolonged contact with a COVID-19 patient must quarantine for 14 days.
 - Any person exhibiting COVID-19 symptoms
 - May be asked to provide a negative test for COVID-19 before attending a service.
 - Please work with your medical provider and the SSO operations manager as soon as possible to determine the appropriate course of action.
 - This will be case specific.
- Any musician who has had direct, prolonged contact (within 6' for more than 15 minutes) with someone who has tested positive for COVID-19 two weeks prior to

the first service will not be eligible to participate in the concert cycle and should self-quarantine at home for 14 days.

- No musician will be penalized for not playing a concert if they are experiencing COVID-19 symptoms or have come into direct contact with someone who has tested positive for COVID-19.
- All performing musicians and backstage personnel will be asked to fill out a wellness questionnaire prior to the first rehearsal of a concert cycle.
- Sample wellness check questions:
 - Have you tested positive for COVID-19 in the last four (4) weeks?
 - Have you had close contact with any confirmed COVID-19 cases in the last 14 days?
 - Have you experienced any COVID-19 symptoms in the last 14 days, including fever, dry cough, and/or shortness of breath?
 - Will you comply with the protocols set forth in this SSO policy?
- Out of town musicians who do not live in the same household are not encouraged to carpool. If they choose to do so, they are asked to wear masks when traveling.

ARRIVAL - BUILDING ENTRY:

- **Only performing SSO musicians, staff and stagehands are permitted backstage.** This will be strictly enforced.
- All musicians and authorized backstage personnel must enter HHPA through a designated entrance door.
- All musicians and production staff will undergo a temperature screen and wellness check upon arrival at each service.
- Any service participant displaying a fever of 100.4 or higher will kindly leave the facility and is encouraged to contact their health provider.
- All musicians, staff and production personnel are required to wear masks inside HHPA.
- Each string, percussion, harp, keyboard musician will be provided with one reusable black cloth mask for use during performances. Each woodwind and brass musician will be provided one black disposable surgical mask for use during performances. Musicians may elect to wear their own solid black cloth face mask during performances.
- Musicians will be asked to provide and use their own face masks during rehearsals.

PRE-SERVICE/BACKSTAGE:

- **Only performing SSO musicians, staff and stagehands are permitted backstage.** This will be strictly enforced again.
- HHPA will be available to enter 60 minutes prior to a service, unless otherwise specified.

- Physical distancing will be practiced backstage and onstage. Avoid congregating in backstage areas and remain at least 6' apart from others.
- Signage and arrows will be posted to designate traffic flow and uncasing areas backstage. Entry to the stage will be designated by section, as follows:
 - Stage right (facing the audience): violins, flutes, clarinets, horns, and percussion
 - Stage left (facing the audience): violas, cellos, basses, oboes, bassoons, trumpets, trombones, tuba, harp, keyboard
- Woodwind and Brass players are to unpack and warm up onstage only. Winds and Brass may not play in any backstage areas. The stage will be open for seating 15 minutes prior to rehearsal and 25 minutes prior to concert.
- Unpacking tables and chairs will be designated backstage for players on their perspective sides of the stage. Players may also elect to unpack on stage during rehearsals and leave their cases under their seat.
- The Green Room and dressing rooms will not be accessible. The dressing room hallway will not be utilized except by conductor and guest artists.
- Single occupancy restrooms will be available backstage.
- Bottled water and drinking fountains will not be available backstage. Musicians may bring their own water bottles to HHPA but may not bring any beverages on stage.

DURING A SERVICE:

- All musicians and stage personnel are required to wear a face mask that covers nose and mouth at all times.
- There will be a minimum of 6' distance between all musicians during any service.
- All string players will have their own music stand and turn their own pages.
- Woodwind and Brass players must use a bell covering during all services.
- Woodwind players will have a plexiglass shield at or near their music stand.
- Brass players will be provided a disposable absorbent pad (puppy pad) at each service onto which they will empty their valves. They will remove this pad at the end of each service.

POST SERVICE:

- Dismissal by section may be implemented following a rehearsal/concert, as necessary. This is TBD.
- HHPA will be closed to musicians between services for cleaning and disinfection.
- All personal belongings must be removed from HHPA after each service to avoid damage by disinfectant cleaners used on surfaces.

- Following a concert, deposit music only (no folders) into boxes located on either side of the stage.

CLEANING:

- HHPA has upgraded their air filtration to MERV13 filters.
- HHPA will be disinfected before each service including chairs, stands, backstage tables, door handles, restrooms, and other frequently touched surfaces.
- HHPA will enhance their custodial staff to clean commonly used areas before, during and after each service.
- Hand sanitizer stations will be available backstage.
- Musicians are asked to practice frequent hand-washing and personal precautions.

WELLNESS:

- Do not go to a rehearsal or concert, if you are sick.
- If a musician tests positive for COVID-19 during a concert cycle, any person that has been within 6' for more than 15 minutes of that player will be excused and asked to quarantine for 14 days. The importance of creating a 6' social distance during all SSO services is critical to avoid such a scenario.
- Please be aware that as we enter the Fall season, we will also be dealing with allergies, colds, and flu in addition to COVID. Monitoring of health, quarantining prior to and during concert week, removing yourself from any services if you are fevered and/or displaying symptoms of a virus will allow us to give concerts and perform in a safe environment.

All guidelines and protocols are subject to change. All protocols and guidelines will be aligned with the CDC, State of Missouri, Springfield-Greene County Health Department, City of Springfield, and Missouri State University in order to mitigate the spread of COVID-19.

References:

<https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/considerations-for-events-gatherings.html>

<https://www.cdc.gov/coronavirus/2019-ncov/php/public-health-recommendations.html>

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/community/COVID19-events-gatherings-readiness-and-planning-tool.pdf>

<https://www.eventsafetyalliance.org/esa-reopening-guide>

<https://www.georgia.org/georgia-facilities-working-group-re-opening-guide>

<https://www.missouriartscouncil.org/missouri-artsafe/>

<https://www.springfieldmo.gov/5093/For-group-gatherings>