



# COVID 19 PROTOCOLS

MUSICAL THEATER HERITAGE 2450 GRAND BLVD, SUITE 301 KANSAS CITY, MO 64108

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To help slow the spread of COVID-19 and safeguard our staff and visitors, Musical Theater Heritage (MTH) has created an action plan based on the Center for Disease Control and Prevention (CDC), City of Kansas City Health Department, and Occupational Safety and Health Administration (OSHA) guidance, highlighting the responsibilities of the Board of Directors, MTH Staff and Volunteers, and outlines steps being taken to address the COVID-19 threat. A summary is provided below for the general building, performance and summer camp guidelines.

## GENERAL BUILDING PROCEDURES

- All Staff, Cast, Crew and Volunteers working at MTH will wear masks.
- Office staff will continue to work at home. Limited staff will work on the theater premises.
- MTH will ensure there is a minimum of 6 feet of space between all desks and workspaces of MTH staff and volunteers. The box office windows will remain enclosed in plexiglass, and are not to be opened to the general public.
- Staff and guests will be asked to confirm that they have not been knowingly exposed to Covid-19, have Covid-19 symptoms or have traveled to known Covid-19 hotspots. Temperatures will be checked upon entering the facilities.
- Signs will be posted on the doors that masks are required, physical distancing and directional traffic signs will be on the floors.
- The lobby will be cleared of all furniture to allow for greater distancing between guests.
- Hand sanitizer stations are located throughout the facilities and at the bar at MTH.
- Surfaces and common touch points will be sanitized. Seats will be sanitized using electrostatic sprayers.
- These protocols will be posted internally for staff training.
- Public protocols will be posted on the website or available for viewing at the theater.

## **BEST PRACTICES FOR STAFF, PERFORMERS, CREW & VOLUNTEERS**

Staff, Performers, Crew, and Volunteers play a critical role in MTH's COVID-19 prevention efforts. To protect everyone in the facility, here are best practices to follow:

- Understand the signs and symptoms of COVID-19, stay home if you are feeling sick. Any Staff, Volunteer, or Attendee who is experiencing symptoms of COVID-19 (e.g., fever, cough, shortness of breath, sore throat, runny nose, body aches, chills or fatigue) should stay home. Individuals experiencing such symptoms should also be instructed to consult guidance from CDC on seeking medical care and testing.
- Limit close contact with others, maintaining a distance of at least 6 feet when possible. Staff and volunteers are encouraged to remind guests to maintain at least 6 feet of distance from workers and other customers.
- Wear face masks where physical distancing measures are difficult to maintain.
- Avoid touching eyes, nose and mouth whenever possible.
- Refrain from sharing equipment. In instances where this is unavoidable, MTH will provide alcohol-based wipes and other cleaning materials that employees can use to clean equipment.
- Clean and disinfect frequently touched surfaces, including workstations, door handles, props, equipment, tables and countertops on a regular basis.
- Practice proper hand hygiene. Wash hands regularly with soap and water for at least 20 seconds. An alcohol-based hand sanitizer containing at least 60% alcohol can also be used. Employees should wash their hands:
  - Before eating food
  - After using the restroom
  - After blowing their nose, coughing or sneezing
  - After putting on, touching or removing face masks
  - Periodically throughout the day
- If experiencing COVID-19 symptoms (e.g., fever, cough or shortness of breath), notify MTH Team Member, get a Covid test and stay home. When self-quarantining:
  - Stay away from other people in their home as much as possible, staying in a separate room and using a separate bathroom if available.
  - Do not allow visitors.
  - Wear a face mask if they must be around people.
  - Avoid sharing household items, including drinking cups, eating utensils, towels, or bedding.
  - Clean high-touch surfaces daily.
  - Continue monitoring their symptoms, calling their health care provider if their condition worsens.
- Sick family member with COVID-19 - Notify an MTH Team Member and follow CDC-recommended precautions.
- Take additional preparations in the event they are traveling:
  - Check the CDC's Traveler's Health Notices for the latest guidance and recommendations.
- All employees and non-employee 1099-NEC with public contact are required to participate in Covid safety training.

## **CLEANING AND DISINFECTING PROCEDURES**

Surfaces and equipment will be disinfected at the end of each event, before and after use, or—for frequently touched items—multiple times a day.

- Employees responsible for cleaning will be given the appropriate protective equipment. Cleaning will be completed using CDC-recommended products, including:
  - Environmental Protection Agency-registered household disinfectants
  - Alcohol solutions with at least 60% alcohol
  - Diluted household bleach solutions (if appropriate for the surface)
- Hand sanitizer dispensers will be refilled frequently.
- If an employee has tested positive for COVID-19, deep cleaning will be triggered, and MTH will ensure areas in which the individual worked are cleaned thoroughly.

## **INDOOR PERFORMANCES**

The following is a summary of the amended **indoor performance experience** at MTH with Covid Protocols in place. These protocols may be adjusted at any time to reflect the current provincial health guidelines. We appreciate your understanding and patience as we work to reopen safely.

## **MASKS**

MTH staff and volunteers will wear face masks when interacting with the performers, guests and each other. Patrons are required to wear masks at all times when not actively eating or drinking. Disposable masks will be available on site. If you have health issues that prevent you from wearing a mask, or you do not wish to wear a mask, we recommend purchasing one of our virtual shows and viewing the event from the comfort of your home.

## **ARRIVING AT THE THEATER**

Upon arrival at MTH, patrons will be greeted outside of the theater lobby for a health assessment. Temperatures will be taken, health and exposure questions will be asked. If entry is denied due to Covid-19 infection risk, the patron will be fully refunded or rescheduled. Social distancing of 6 feet is required while waiting for entry to the theater lobby and venue. Tickets will be verified before entering the lobby. Entrance will be staggered as needed to avoid large gatherings in the lobby. Doors to the lobby and venue will be left open to the correct direction of traffic to allow for a touchless experience.

One way traffic will be set up in the theater lobby and for venue entrance and exit. Hand sanitizing stations will be available for patrons at the lobby entrance and exit, the venue entrance and exit and the bar. Although every attempt will be made to ensure physical distancing, patron movement may result in some situations where 6 feet is not always possible. For this reason, the wearing of masks/face coverings is required at all times while not actively eating or drinking.

### **BAR CONCESSIONS**

When the bar reopens, drink orders may be placed online prior to arrival and with the use of QR codes. Drinks will be ready for contactless pickup. Waiting in the line at the bar for ordering will be discouraged and in some instances may be eliminated.

### **WASHROOMS**

Because entering and exiting the washrooms is through a single entrance, masks are required to mitigate the lack of physical distancing. You are asked to self-distance and abide by the capacity for each washroom, which will be posted outside of the washroom entrance. Currently, intermissions have been removed to prevent the crowd formation in the lobby and around restrooms. Intermission will be added back at an undetermined time.

### **DURING THE PERFORMANCE**

Until further notice intermission will be eliminated from performances. Patrons who must exit the theater for a restroom break will be allowed, and are asked to be considerate of neighbors. When the bar reopens, patrons may enjoy a beverage before the performance begins, but we ask that all patrons finish food and drink to re-mask for the duration of the show for the safety of each other and our performers. Masks must be worn at all times unless actively eating or drinking. Ushers and staff will remind patrons to re-mask.

### **LEAVING THE THEATER**

Patrons are asked to remain in their seats at the end of the performance and only exit at the direction of the Staff and Ushers. Patrons will be asked not to loiter in the lobby area after the performance and to proceed directly to the designated exit.

## CLEANING OF THE HOUSE

All touch points will be sanitized both in the House and Front of House before and after each performance. Theater seats will be cleaned with electrostatic disinfectant sprayers before and after each performance. Blankets will no longer be provided.

## THEATER CAPACITY AND SEATING

Theater capacity has been reduced to less than 50% and sold seats will have at least 6 feet of distance between. Parties may purchase seats together, and will be separated by 6 feet from other parties. If a ticketing error is made, seating different parties too close together, House Management reserves the right to move parties in order to maintain the 6 feet of distance between parties. Patrons must stay seated in their assigned or reassigned seat during the performance.

- Depending upon the size of each theater and the number of small groups (or parties) attending each show, capacity of each venue loosely is:
  - MAIN STAGE - 90 people (regularly 244)
  - QUIXOTIC STAGE - 160 people (regularly 450)
  - STAGE TWO - 45 people (regularly 132)

## TICKET PURCHASES

At this time, ticket purchases will be done on-line or by telephone only. Please ensure that the contact information on your account is accurate and up to date, as this information will be used for contact tracing in the event of a confirmed infection. Empty seats must be left between parties. The box office will move parties to new seats if tickets are purchased too close together by unrelated parties.

## REFUNDS

**In Person Events:** If a ticket holder is ill or uncomfortable attending a live event, the ticket holders may choose from the options below.

- A refund to a donation and receive a tax receipt for the full amount of your ticket purchase. Donated funds will be used to ensure MTH Theater will continue to operate in the future.
- A refund to a credit voucher which may be used for any MTH Product or Performance.
- A refund for your purchase, less any pre-stated non-refundable fee.

**Rescheduled Performances:** If a performance needs to be rescheduled due to artist illness or other considerations, patrons will be offered a straight exchange for the rescheduled performance, or they may choose the same options above.

## BACKSTAGE

For the Production Covid Safety Protocols, email our Production Manager, Mark Exline at [Mark@mthkc.com](mailto:Mark@mthkc.com).

## SUMMER CAMP PROCEDURES

The wellbeing of our campers continues to guide our decision-making, and our staff and faculty have been hard at work ensuring that our MTH family will be able to connect, learn, and create in a safe and welcoming environment. MTH will continue to review our Health & Safety Procedures to ensure all protocols are in accordance with the latest public health recommendations. Please read the information below to learn more about the Health & Safety Procedures for the MTH complex.

### CLEANING AND SANITATION

- Hand Sanitizer will be located throughout the facility.
- Inside the theater efforts will be made for directional entering and exiting.
- Theater entryways and exits will be left open to allow for a touchless experience.

### CLASSROOM PROTOCOLS

- The number of campers will be limited to 12 campers in each camp in order to allow for social distancing.
- Rehearsal and class spaces will be wiped down and disinfected between camp classes and rehearsals.
- There will be a break for handwashing every 90 minutes.
- Camper contact information will be used for contact tracing purposes.

### BEFORE ARRIVAL

- **Understand the signs and symptoms of COVID-19, and stay home if you are feeling sick.** Any camper who is experiencing symptoms of COVID-19 should stay home. Individuals experiencing such symptoms should also be instructed to consult guidance from CDC on seeking medical care.
- If a camper or a member of their family has come into close contact with someone with COVID-19, please notify an MTH Team Member and follow CDC recommended precautions.

### UPON ARRIVAL

- All campers will be required to wear a mask.
- Temperature checks and health assessments will be given once a day upon entry.
- If COVID-19 symptoms are confirmed, the person will not be allowed to attend camp that day.

We appreciate your consideration of these efforts. We understand the responsibility we all share and believe that with these efforts, MTH will be able to offer fun and engaging in-person camp experiences and mitigate the chance of spreading COVID-19. If you have further questions or concerns, please contact our Manager of Education Programs, Dr. Robert McNichols, Jr., by email at [Robert@MTHKC.com](mailto:Robert@MTHKC.com) or by phone at (816) 210-4080.