



COVID-19 Preparedness Plan

EMMA Concert Association is committed to providing a safe and healthy environment for all our patrons, volunteers, and artists. To ensure we have a safe and healthy environment, EMMA Concert Association has developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. Our goal is to mitigate the potential for transmission of COVID-19 at our events and communities, and that requires full cooperation among our patrons, volunteers, and artists. Only through this cooperative effort can we establish and maintain the safety and health of all persons in the venue.

The COVID-19 Preparedness Plan is administered by the Board of Directors, who maintains the overall authority and responsibility for the plan. They are responsible for supporting, implementing, complying with, and providing recommendations to further improve all aspects of this COVID-19 Preparedness Plan.

EMMA Concert Association's COVID-19 Preparedness Plan follows the industry guidance developed by the State of Florida, the Florida Department of Health (FDOH), Centers for Disease Control and Prevention (CDC), The Association for Performing Arts & Entertainment Professionals (USITT), and the Event Safety Alliance (ESA).

It addresses:

- Social Distancing
- Hygiene & Source Control
- Cleaning and Disinfection Protocol
- Communications

Social Distancing.

Social distancing of at least six feet will be implemented and maintained between patrons, volunteers, and artists. EMMA Concert Association is planning to open the seating areas one and a half hours before the start of the show to ensure that patrons can sit safely in their seats and maintain social distancing. A seating map, following the CDC guidelines, has been developed to ensure social distancing is maintained within the seating area.

Patrons will be encouraged to maintain a six foot distance while waiting in lines to enter the venue. Floor markings will be added to encourage distancing. EMMA will designate entry doors for the purpose of distancing based on seating section.

Hygiene & Source Control

Basic infection prevention measures are always implemented within the venue. All volunteers and staff are encouraged to wash their hands frequently and especially after handling any materials.

Hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) are at entrances and locations in the venue so they can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled. Additionally, cleaning wipes are available to patrons to wipe down seats, if requested.

Source controls are being implemented at the venue. Everyone entering the venue must wear a face covering. EMMA Volunteers will be required to wear gloves at any location that materials are being passed. Additionally, EMMA Volunteers will place programs on purchased seats prior to the performance.



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All volunteers will be given a copy of the reduced capacity seating chart to assist patrons in locating their seats.

EMMA will be utilizing a hands-free ticketing option to alleviate the need for passed tickets.

Everyone entering the venue is expected to acknowledge the standard Health Acknowledgement and should not enter the venue if they unable to affirm no symptoms are present.

Health Acknowledgement

COVID-19 Notice

In light of the situation regarding COVID-19, please **do not enter this building if you are experiencing any of the following symptoms:**

- nasal congestion
- sore throat
- achiness
- nausea
- vomiting
- diarrhea
- fever (>100.4F)
- cough
- shortness of breath

These symptoms typically appear 2 to 14 days after exposure to COVID-19.

Cleaning and Disinfection Protocol.

Regular practices of cleaning and disinfecting have been implemented, including a schedule for frequent cleaning and disinfecting of high-touch surfaces.

- Housekeeping presence during showtimes for continuous restroom cleanliness.
- HVAC will be set at 70°. The overall temperature will likely be between 74° – 76° due to patrons entering and exiting the venue. HVAC Filters are all MERV11 and changed every three (3) months.
- High-touch surfaces (door handles, restroom faucets, railings, etc) will be cleaned and disinfected throughout the event. Additionally, high-touch surfaces are treated with an anti-microbial agent every thirty (30) days

Communications.

This COVID-19 Preparedness Plan is communicated to all those working with EMMA Concert Association. Additional communication will be ongoing as the situation develops further. Instructions will be communicated to all volunteers, artists, and artist's crew about protections and protocols, including: 1) social distancing protocols and practices; 2) practices for hygiene and respiratory etiquette; 3) requirements regarding the use of face-coverings and/or face-shields by all those that enter the venue. Everyone will also be advised not to enter the venue if they are experiencing symptoms or have contracted COVID-19.



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The Board of Directors are expected to monitor how effective the program has been implemented. All those working with EMMA are to take an active role and collaborate in carrying out the various aspects of this plan, and update the protections, protocols, work-practices, and training, as necessary.

Standard Protocols.

All those that enter to the venue are expected to acknowledge the following:

- All acknowledge by entering the venue the below disclaimer.
- All acknowledge by entering the venue the Health Acknowledgement.
- All patrons, volunteers, artists, and crew must wear face-coverings when inside the venue.
- All patrons, volunteers, artists, and crew must remain socially distanced when inside the venue.
- All patrons, volunteers, artists, and crew must follow standard hygiene practices.
- All exterior doors to remain open during the ingress and egress, in order to alleviate a high-touch point.
- All interior doors will be opened by a volunteer wearing gloves to alleviate a high-touch point.

Volunteers.

EMMA Concert Association has developed a set of Volunteer Procedures to assist in training. This plan is given its entirety below in Addendum I.

Disclaimer.

We have taken enhanced health and safety measures – for our patrons, volunteers, and all that enter an EMMA Concert Association event. We request that all signage and recommendations are followed.

According to the Center for Disease Control and Prevention an inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. Senior citizens and guests with underlying medical conditions are especially vulnerable.

By visiting an EMMA Concert Association event you voluntarily assume all risks related to exposure to COVID-19.

Help keep each other healthy.



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Addendum I.

EMMA Concert Association Volunteer Procedures

The EMMA Concert Association has developed the following procedures to assist all volunteers in carrying out their duties in a safe manner during the COVID-19 pandemic.

All volunteers will be given a copy of this procedure, have it explained to them, and have their questions answered prior to a performance.

It is expected that these procedures will be followed and that any problems or questions be immediately referred to the EMMA House Manager for adjudication.

General:

- 1 All volunteers are required to wear a mask at all times. The mask must be worn to cover the nose and mouth properly. Buffs and scarves are not permitted
- 2 All volunteers will be issued and expected to wear disposable gloves at all times.
- 3 All volunteers will attempt to avoid direct contact with patrons as much as possible.
- 4 All volunteers will observe social distancing whenever possible. This means attempting to maintain a 6-foot space between the volunteer and patron.
- 5 All volunteers will make note of where hand sanitizer and masks are being made available so that patrons can be directed to these resources effectively.
- 6 Three volunteers (one in the upper seating and two in the lower seating) will be permitted to remain in the auditorium for observation, assistance, and emergency notification purposes. All others must exit the auditorium when the performance begins.

Venue Entry Volunteer x2:

1. Observe patrons entering the lobby and assure each is wearing a mask.
2. Patrons will not be permitted entry to the lobby without a mask. There is a limited supply of masks available for patrons who do not have them.
3. If the patron has a condition that prevents wearing of a mask, they may be admitted to the lobby at their own risk.
4. If there is a question or problem, contact the EMMA House Manager or Head Usher for assistance.

Venue Seating Volunteers x4:

1. Each venue seating volunteer will be responsible for two sections of the auditorium.
2. Seating volunteers will assist or direct patrons to the proper section and explain the seating configuration (row and seat number locations).
3. Volunteers are not expected to escort patrons to their seat
4. Volunteers will place programs on purchased seats prior to performance.

Ticket Scanning Volunteers x4:

1. Scanning volunteers will allow the patron to self-scan their tickets.
2. If there is a scanning issue, the volunteer should contact the Scanning coordinator for resolution.