1. HVAC System

The 217,227sq.ft. Marcus Performing Arts Center’s new “State of the Art” HVAC system, installed over the last five years, consist of twenty-four fan units and two 450 ton Chillers.

Programmed and monitored by our IOUE Operating Engineers is the Tridium Niagara Facility Management Computerized System. The programmed Building Automation System (BAS) controls the Center’s 24 variable speed fans, monitors filters, humidity, outside air temperatures and continually introduces outside air into the building while changing it over every 20 minutes. This is done while still maintaining system capacities and comfortable temperatures for guests within each space. Additional measures in place includes maximizing the amount of fresh air introduced into the building based on occupancy and CO2 level monitoring, utilizing special plasma ionization (installed this Spring) at each fan unit to further clean the fresh air and free it of particles that could be carrying and spreading the virus and scheduling the air in the Center to be purged and replaced with entirely fresh outside air.

2. Mask Policy

Employees/Volunteers & Vendors

- Employees/volunteers are required to wear a mask – over nose and mouth. Clean masks will be supplied at no cost to the employees/performers/volunteers.

- Vendors are required to wear a mask.

Patrons

- All patrons are required to wear a mask in accordance with the City of Milwaukee’s guidance on mask policy in order to be admitted to the MPAC. This applies to all adults and to children over the age of 3. MPAC will have supply of masks available to offer patron that arrives without one.

- Exemptions may be made only for medical conditions or religious reasons as required by law.

Denying Patrons Admission To The MPAC

Non-complying patrons will not be admitted to the MPAC; they will receive a refund. The Security Staff will enforce this policy.
Mask Policy - Continued

Patrons Who Take Off Their Masks After Entry:

• Patrons who take off their masks after entering the MPAC will be identified by the Security Staff or Front of House Staff

• Patrons who take off their masks after entering the MPAC will be spoken to and they will be asked to comply with the mask mandate.

• **Patron Ejection:** Anyone refusing to comply with the mask mandate will be escorted out of the facility by the Security Staff.

3. **Signage**

**Masks Required/Stay At Home If You Are Ill Signs**

Signage will be posted in the Center’s parking structure, outside and inside the entrances to the Center, and on the Grounds for outdoor events, informing patrons that wearing a mask is required to enter the MPAC and to stay at home if they are ill or have symptoms consistent with COVID-19.

**Physical Distancing Signs**

Signage will be posted inside entrances, in the lobby, in restrooms, on the elevators, and on the Grounds for outdoor events, asking for patron compliance with physical distancing.

**Handwashing Signs**

Signage will be posted in the lobby, and in restrooms, emphasizing the importance of hand washing and using hand sanitizer.

**Posters For Display Around Marcus Performing Arts Center Back Stage Areas and Entrances**

See Page 19 – Back Of House Plan.

**Capacity Signs Outside Of Public Restrooms**

Capacity signs will be posted outside of the public restrooms.
Signage - Continued

Miscellaneous Signage

• Directional arrows on stairwells to direct foot traffic.

• Decals on the floor in the bathroom for patrons to socially distance and not congregate.

• Signage and worker at the entrance of skywalk to remind patrons to leave personal belonging in their car and have their ticket ready.

• Signage posted that lets ticket holders know what line to get in (i.e., Tickets that go to the left, should be in the left line, etc.)

4. Sidewalk Markings/Floor Markings/Stanchions & Crowd Control Belts To Create Physical Distancing

Sidewalk/floor markings at 6-foot intervals will be placed at the following public locations to encourage physical distancing:

• On the sidewalk, outside of entrances.
• At the security screening locations.
• In front of the box office ticket transaction windows.
• Ticket scanner pedestals / patron entry locations.
• Outside of restrooms. Doors propped open to eliminate touch points.
• Outside of elevators.
• Outside patron seating entrances.
• On staircases.
• Other lobby locations where patrons will form a line or stand.
• On the sidewalk on the Grounds for outdoor events.

(Sidewalk/floor markings signage plan on file.)

Stanchions and crowd control retractable belts will be placed at the security screening locations, self-service ticket scanning pedestal locations, and other necessary locations in the lobby to establish physical distancing, traffic flow patterns, etc.

5. Hand Sanitizer

• Hand sanitizer dispenser stations are dispersed throughout the public and employee spaces of the MPAC.

• Touchless trash cans are set out in all of the public areas of the MPAC.
6. **Signs And Symptoms Of Coronavirus**

Symptoms can range from mild to severe.


**Watch For Symptoms**

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Look for emergency warning signs* for COVID-19. If someone is showing any of these signs, **seek emergency medical care immediately:**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Pale, gray, or blue-colored skin, lips, or nail beds, depending on skin tone

*This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

**Call 911 or call ahead to your local emergency facility:** Notify the operator that you are seeking care for someone who has or may have COVID-19.
7. **How COVID-19 Spreads**


COVID-19 is thought to spread mainly through close contact from person to person, including between people who are physically near each other (within about 6 feet). People who are infected but do not show symptoms can also spread the virus to others. Cases of reinfection with COVID-19 have been reported but are rare.

**COVID-19 Spreads Very Easily From Person To Person:** How easily a virus spreads from person to person can vary. The virus that causes COVID-19 appears to spread more efficiently than influenza but not as efficiently as measles, which is among the most contagious viruses known to affect people.

**COVID-19 Most Commonly Spreads During Close Contact:**

- People who are physically near (within 6 feet) a person with COVID-19 or have direct contact with that person are at greatest risk of infection.

- When people with COVID-19 cough, sneeze, sing, talk, or breathe they produce respiratory droplets. These droplets can range in size from larger droplets (some of which are visible) to smaller droplets. Small droplets can also form particles when they dry very quickly in the airstream.

- Infections occur mainly through exposure to respiratory droplets when a person is in close contact with someone who has COVID-19.

- Respiratory droplets cause infection when they are inhaled or deposited on mucous membranes, such as those that line the inside of the nose and mouth.

- As the respiratory droplets travel further from the person with COVID-19, the concentration of these droplets decreases. Larger droplets fall out of the air due to gravity. Smaller droplets and particles spread apart in the air.

- With passing time, the amount of infectious virus in respiratory droplets also decreases.

**COVID-19 is Spread By Airborne Transmission:** Some infections can be spread by exposure to virus in small droplets and particles that can linger in the air for minutes to hours. These viruses may be able to infect people who are further than 6 feet away from the person who is infected or after that person has left the space.
How COVID-19 Spreads - Continued

COVID-19 Spreads Less Commonly Through Contact With Contaminated Surfaces:

- Respiratory droplets can also land on surfaces and objects. It is possible that a person could get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes.

- Spread from touching surfaces is not thought to be a common way that COVID-19 spreads.

8. Preventing COVID-19 Illness

The best way to prevent illness is to avoid being exposed to this virus.

Here are steps to slow the spread:

- Stay at least 6 feet away from others, whenever possible. This is very important in preventing the spread of COVID-19.

- Cover your mouth and nose with a mask when around others. This helps reduce the risk of spread both by close contact and by airborne transmission.

- Wash your hands often with soap and water. If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.

- Avoid crowded indoor spaces and ensure indoor spaces are properly ventilated by bringing in outdoor air as much as possible. In general, being outdoors and in spaces with good ventilation reduces the risk of exposure to infectious respiratory droplets.

- Stay home and isolate from others when sick.

- Routinely clean and disinfect frequently touched surfaces and take other steps to stop the spread at home.

9. COVID-19 Employee Health Reporting Agreement

- MPAC Staff, and Volunteers, are required to complete an electronic COVID Wellness Checklist questionnaire before coming in to work or serve as a standard procedure.

- Vendors, contractors, etc., are required to complete a COVID-19 Virus Daily Screening Form at the lobby of the Stage Door before entering the building.
10. **Families First Coronavirus Response Act**

Marcus Performing Arts Center will continue to offer the FFCRA leave rights through March 31, 2021, after which, the paid leaves will expire. Additionally, on an ongoing basis, we provide the following paid and unpaid leaves to our employees: Paid time off, Personal Leaves, and FMLA. As a further accommodation, positions that can work from home have been and will continue to be encouraged to work from home.

11. **Employee COVID-19 Guideline**

This is the guideline from the MPAC Human Resources Department that employees are required to follow in the event that an employee is exposed to a COVID-19 case, they test positive, or seek diagnoses:

**If An Employee Has Been Diagnosed And Are Symptomatic**

**Employee Directions**
- Do not come to work.
- Notify our Leann (HR) via email lpluessl@le-hrlaw.com or call 608-332-0949.

**NOTE:** Supervisors will inform HR if an employee contacts you about concerns.

- If you have symptoms of COVID-19, call your healthcare provider for advice and to discuss testing.
- Isolate yourself in your home, and do not go out when you are sick. Practice excellent hygiene and if you have others in your home, isolate yourself in one room (if possible).
- Cover coughs and sneezes. Do not share personal household items. Clean your hands often. Clean all "high-touch" surfaces like doorknobs often.
- Monitor your symptoms and call your health care provider if symptoms worsen.

**When Can The Employee Return To Work?**

Stay at home and avoid others until you have been:

- 72 hours without a fever (without fever-reducing medicine),
- Your symptoms improve,
- **And** it has been 10 days since the first day you had symptoms.

You **must** complete the online Health Verification Form before returning to work.
Employee COVID-19 Guideline – Continued

If An Employee Has A Positive COVID-19 Viral Test And Are Asymptomatic

Employee Directions

- Do not come to work.
- Notify our Leann (HR) via email lpoessl@le-hrlaw.com or call 608-332-0949.
- Monitor your health for fever, cough, and shortness of breath for 10 days.

NOTE: Supervisors will inform HR if an employee contacts you about concerns.

When Can The Employee Return To Work?

Asymptomatic individuals with lab-confirmed COVID-19 should remain in isolation until:

- At least 10 days have passed since the collection date of their first positive COVID-19 diagnostic test, assuming they have not subsequently developed symptoms.
- You must complete the online Health Verification Form before returning to work.

NOTE: Employees who develop COVID-19 symptoms during this period should extend isolation precautions for at least 10 days from the date of symptom onset (see above).

If An Employee Has Been Exposed To A Person With COVID-19 But Are Not Sick

Employee Directions

- Do not come to work.
- Notify our Leann (HR) via email lpoessl@le-hrlaw.com or call 608-332-0949.
- Monitor your health for fever, cough, and shortness of breath for 14 days after their last contact with the sick person.

NOTE: Supervisors will inform HR if an employee contacts you about concerns.

When Can The Employee Return To Work?

- Stay home; do not go to work. Avoid public places for 14 days.
- You must complete the online Health Verification Form before returning to work.

NOTE: Employees who develop COVID-19 symptoms or test positive during this period should extend isolation precautions for at least 10 days from the date of symptom onset (see above).
12. **Directions For Employees At Work: Basic Infection Prevention Measures**

**Mask Requirement:** Employees are required to wear a mask – over nose and mouth – at work.

**Proper Hand Washing:** The Centers for Disease Control and Prevention recommends employees protect themselves from respiratory illness with everyday preventive actions, including good hand hygiene. Employees should wash hands often with soap and water for at least 20 seconds, or use a hand sanitizer that contains at least 60% alcohol if soap and water are not readily available, especially during key times when persons are likely to be infected by or spread germs. [https://www.cdc.gov/handwashing/when-how-handwashing.html](https://www.cdc.gov/handwashing/when-how-handwashing.html): 

**Key Times to Wash Hands**

- Before, during, and after preparing food
- Before and after eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- Before and after treating a cut or wound
- After using the toilet
- After blowing your nose, coughing, or sneezing
- After touching garbage
- Before and after the work shift
- Before and after work breaks
- After touching objects that have been handled by customers or other employees

**Respiratory Hygiene/Cough Etiquette At Work:**

Employees are directed to:

- Cover their mouth and nose when **coughing** or sneezing.
- Use tissues and throw them away in no-touch trash containers.
- Wash their hands or use a hand sanitizer every time they touch their mouth or nose.

13. **If A Performer/Employee/Volunteer Is Exhibiting COVID-19 Symptoms At Work: Response Plan**

**Performers**

- Performers who have symptoms when they arrive at work or become sick during the day will immediately be separated from others and they will be asked to go home – if they are able.
- We will call 911 if an emergency medical response is necessary.
- If the sick performer is unable to go home, they will receive a physically distanced to an isolation room/space. (An unoccupied dressing room, or The Gallery, located in the box office lobby at 929 North Water Street, will be utilized as Isolation Room, if necessary.)
If A Performer/Employee/Volunteer Is Exhibiting COVID-19 Symptoms At Work: Response Plan - Continued

- Public transportation, shared rides, and taxis will be avoided.

- The sick performer will be given a face mask if they do not have one. And, given tissues to cover their sneezes and coughs.

- The room used as the Isolation Room will be disinfected according to the information contained in the cleaning section of this plan.

- The Human Resources Department will be notified.

Employees/Volunteers

- Employees/volunteers who have symptoms when they arrive at work or become sick during the day will immediately be separated from other employees and the sick employee/volunteer will be asked to go home – if they are able. The Human Resources Department will be notified.

- We will call 911 if an emergency medical response is necessary.

- If the sick employee/volunteer is unable to go home, they will receive a physically distanced to an isolation room/space. The Gallery, located in the box office lobby at 929 North Water Street, will be utilized as the Isolation Room, when practical and necessary. The Gallery will be stocked with face masks and tissues.

- Public transportation, shared rides, and taxis will be avoided.

- We will assist the employee/volunteer while physically distanced until they leave.

  If a healthy employee is exposed while assisting another employee, volunteer or patron, we will notify the Human Resource Department immediately. We will instruct the exposed employee to follow the directions – If An Employee Has Been Exposed To A Person With COVID-19 But Are Not Sick – outlined in Section 11, on Page 8, of this Safety Plan. The Human Resources Department will carry out the Contact Tracing action steps that are outlined in Section 14, on Page 11, of this Safety Plan.

- The areas with which the employee/volunteer had contact during their shift will be subjected to enhanced disinfectant treatment and cleaning.
14. Contact Tracing

When HR receives notice that an employee has tested positive for COVID-19 OR was in close contact to a positive test result, the employee, their Supervisor and HR meet to discuss the situation and create a list of other employees the individual had been in close contact with recently. Once we have that list, HR or the MPAC department Supervisor would reach out to those individuals to alert them that they had been exposed on a specific day. The identity of the individual is never shared. Once the employees are notified, HR would work with each of those individuals separately to discuss a plan for testing and quarantine time. In the event MPAC learns of two (2) or more cases of COVID-19 in the workplace within a span of 14 days, MPAC will report the outbreak to the City of Milwaukee Health Department at 414-286-3674.

Any employees who begin experiencing symptoms of COVID at work, will be isolated and sent home. If they are too ill to transport themselves, MPAC will work with the employee to arrange alternate transportation. The areas with which the employee had contact during their shift will be subjected to enhanced disinfectant treatment and cleaning.

We are prepared to assist the City of Milwaukee Health Department, if necessary, by providing information and records (e.g., work schedules, attendance records, building map or floor plans), by providing further identification of potential contacts who worked in the same area and on the same shift, hosting a site visit for health department personnel to observe the workplace in order to make workplace-operation recommendations to help prevent further spread of the virus, and facilitating communication with employees.

We understand that when a COVID-19 case is identified, the health department may ask the MPAC for help in a number of ways, including:

- In understanding the risk for transmission in the workplace and identifying exposures and contacts in the workplace.
- Rely on the MPAC to identify workplace contacts.
- Conduct workplace contact tracing without directly engaging the MPAC.

15. COVID-19 Coordinator

Mark Barnes
Director Of Event Services
mbarnes@marcuscenter.org
414-273-7121 Extension 312

The COVID-19 coordinator will oversee COVID-19 related activities and serve as a resource to the health department and to the MPAC as the primary point of contact for coordinating all COVID-19 activities.
16. Reporting COVID-19 Outbreaks In The Workplace

If the MPAC is informed of two or more cases of COVID-19 in our workplace within a span of 14 days, a representative of the MPAC will report the outbreak to the City of Milwaukee Health Department at 414-286-3674.

17. Ticket Office

The Main Box Office windows have no openings – will act as a protective guard. We are looking into possible amplification technology at the transaction windows.

The Box Office staff will eliminate all touch points with customers as possible:

- Lobby side Box Office windows and ledges will be wiped down after every transaction.
- Will not handle customer’s credit cards. Patrons can hold their credit card up to the window while the staff types the number off the card.
- Will suspend collecting signed credit card receipts.
- Will continue to drive mobile ticket delivery – rebranded as contactless ticket delivery – for both advance and walk up orders.
- These steps should allow for contactless sales and delivery.
- Box Office staff will have disinfectant wipes, hand sanitizer, and gloves.
- Box Office staff will inform customers that they are required to wear a mask to attend the performance before / at the time they purchase their tickets.
- Box Office staff will create customer timed arrivals to the theater, before the performances, with the goal of lessening the number of customers arriving at one time.

**Physically Distanced Ticket Sales/Seating:** Patrons will be seated 6-feet apart at indoor and outdoor performances and events.

**COVID-19 Cancellation Policy:** The Marcus Center will allow refunds or exchanges on performances for patrons who cannot attend due to COVID-19 related issues. We will offer refunds or exchanges on each performance until curtain time.

18. Parking

- **Self-Payment Kiosks:** The MPAC parking structure is equipped with patron self-payment kiosks at the entrances.
- Parking staff will wear face masks and gloves.
Parking - Continued

- Parking staff will have hand sanitizer and disinfecting wipes at the entrances to the parking structure.

The parking staff will:
- Disinfect the patron self-payment kiosks at the entrances to the parking structure after each customer transaction.
- Disinfect each credit card handled by an employee before returning it to the customer.


The Marcus Center is committed to the safety of our patron, resident partners, artists, volunteers, and staff; it is our highest priority.

Normal of operations will entail the adoption of reasonable measures that will evolve through circumstances of the COVID-19 pandemic.
Messaging:

- Inform employees, resident groups, and outside vendors, in advance of what precautions the venue has and new policies we are following regarding government hygiene and health guidelines to normalize new safety procedures.
- Communicate to employees, resident partners, and clients of the facility that changes are designed to keep everyone safe and healthy.
- All groups entering the facility are to provide the name and contact number of a designated representative, i.e., Company Manager, for each event.
- Company/performing group current roster prior to entry.
- Signage – How to wear/disposal of a mask and/or gloves, hand washing, sneeze & cough etiquette, and avoid touching face, nose, & mouth.
- Protocols of refusal policies for individuals displaying symptoms.
- Returning in a phased approach: Staff Stagehands to return first for orientation of new procedures, safety check theatrical components, power-up of systems, and clean/disinfect equipment for all venues, at two weeks would be best.
- Where possible, crew & cast should maintain maximum social distance. However, this cannot be reasonably maintained in the course of basic operation. Appropriate PPE (masks/gloves) as recommended by OSHA or CDC.
- **Eliminate** backstage tours, backstage access to personnel to **that support production activities, only.**

EMPLOYEE RISK CATEGORY

OSHA and the CDC have determined performing arts center operations fall into the medium risk category.

“Medium exposure risk jobs include those that require frequent and/or close contact with (i.e., within 6 feet of) people who may be infected with SARS-CoV-2, but who are not known or suspected COVID-19 patients. In areas without ongoing community transmission, workers in this risk group may have frequent contact with travelers who may return from international locations with widespread COVID-19 transmission. In areas where there is ongoing community transmission, workers in this category may have contact with the general public (e.g., schools, high-population-density work environments, some high-volume retail settings).”

MEDIUM RISK EMPLOYEE PPE REFERENCE STANDARDS

Workers with medium exposure risk may need to wear some combination of gloves, a gown, a face mask, and/or a face shield or goggles. PPE ensembles for workers in the medium exposure risk category will vary by work task, the results of the employer’s hazard assessment, and the types of exposures workers have on the job.
REPORTING FOR WORK/ENTRY:

- If sick, must stay home. Procedures for returning after an absence: Refer to Pages 7 & 8 of this Safety Plan.
- Touch free parking ingress.
- Stage door access: Touch free ingress or disinfect touch points often.
- Safety/screening check to verify everyone entering has not:
  1. Traveled out of the country in the last 14 days
  2. Had close contact with anyone known or suspected to have COVID-19
  3. Exhibited symptoms of COVID-19, in the last 14 days
  4. Had a fever greater than 100.4 degrees currently, or within the last 14 days.
- Anyone answering “Yes” to any of the questions above; will be denied access.
- MPAC new hire paperwork placed where employees can get & return themselves and/or digital means.
- Because social distancing is difficult in the function of the job, PPE provided; masks, and gloves (when needed, i.e., handing-off props or tech equipment to artists & using cleaning or disinfecting products).
- Frequent hand washing encouraged. Start & end of each shifts and breaks, after bathroom use, cleaning, sweeping & mopping, eating, drinking, or smoking.
- Install touch free faucets, hand sanitizer stations, and disinfecting wipes in backstage areas, the shop, restrooms, dressing rooms, chorus rooms, wardrobe & laundry rooms, locker rooms, trap room/orchestra pit, practice rooms, visiting managers office, piano storage room, loading dock, fly rail, loading bridge, grid, control booths of all venues, and vending machine areas.

ANYONE DISPLAYING SYMPTOMS ASSOCIATED WITH COVID-19:

- Require employees to immediately report any symptoms of COVID-19 to supervisor and MPAC HR representative – follow procedures outlined in Section 13.
- Notifying Company Manager/designated contact person of group.
Back Of House Plan - Continued

DISINFECTING & CLEANING TOUCH POINTS (Housekeeping Responsibility)

- Common Areas (Stage door, hallways, stairwells)
- Restrooms (Back of House)
- Back of House Offices and Artist Dressing Areas
- Back of House Kitchen and Food Prep Areas
- Door handles, hand rails, push plates, light switches
- Elevator buttons – inside and out
- Telephones and/or keypads (minimize shared devices)
- Vending and ice machines
- Trash receptacle touch points
- Sink faucets and toilet handles
- Towel dispenser handles
- Soap dispensers
- Individual offices, Artists Lounge, dressing rooms, Chorus rooms, and practice room furniture. NOTE fabric upholstered chairs.
- Door handles, push plates, doorways, railings
- Cabinet handles
- Tables, chairs, and countertops
- Handles of beverage dispensers
- Cleaning tools and buckets
- Waste receptacles
- Provide designated waste bins for PPE.
- Proper disposal methods
DISINFECTING & CLEANING TOUCH POINTS (Stage Employees)
High-risk equipment and onstage areas after each use as recommended by OSHA or CDC

When possible, all tech equipment individually assigned to eliminate equipment sharing during the run of a production. Stage employees must be trained on proper disinfecting guidelines.

- Radios
- Headsets
- Microphones & mic stands
- Music stands & stand lights
- iPads & laptops
- Control pendants
- Remotes
- Consoles
- Shop tools
- SM console
- Flat surface counters/work benches
- Tables & chairs
- High contact touch points
- Handles of all kitchen/shop equipment doors, cabinets
- Handles of sinks, including hand washing sink and mop sink

**Disinfecting Technique.** Disinfect high-touch areas by using disinfectants identified by the Environmental Protection Agency as effective against COVID-19 (https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-againstsarscov-2). Follow label instructions regarding the minimum contact time a disinfectant must remain on a surface to be effective.

- **Frequency.** High-touch items should be cleaned between different employee usage as recommended by our local public health authority. (Suspend onstage cleaning during a performance and complete after conclusion?)
- **Disposal:** Discard all used gloves and other disposable items used when cleaning and disinfecting in a bag that can be tied closed before disposing of them with other waste.
- **Documentation.** A supervisor will ensure that a log is carefully maintained, which documents all required steps following the correct intervals to show the venue is taking reasonable actions under its circumstances.
- **HVAC:** Turn over air more frequently to all areas backstage & on stage.
Back Of House Plan – Continued

BREAKS

• **Stagehand Break Areas**: The stage in Todd Wehr Theater and Bradley Pavilion, based on availability, are the designated break areas. Tables and chairs will be set up six feet apart to create physical distancing.

• Nothing would be offered as communal where an individual would serve themselves from an allotment of supply. Any items provided during a coffee break would be pre-packaged sealed items, packaged into a single person serving bag/box by a designated Prop person wearing appropriate PPE.

PHYSICAL DISTANCING ON STAGES

For performances involving singing or brass or wind instruments:

• Performers will be staged 10 feet apart from each other or follow current COVID testing procedures as approved by local public health officials.

• Performers will be staged 25 feet apart from the first row of the audience.

Plexiglass barriers will not be used to reduce required distance between performers or between performers and the audience.

OPENING THE HOUSE EARLY FOR SEATING

Whenever possible, the house will be opened for patrons to take their seats early to alleviate patron crowding in the lobby and create physical distancing.

INTERMISSION

Intermission will be eliminated.

AUDIENCE DISMISSAL

Audiences will be asked to remain seated after the performance and they will be dismissed in an orderly manner to alleviate large groups of patrons converging as they exit to help create physical distancing if necessary.
Back Of House Plan – Continued

References/Guidance:
Reopening phasing guidelines of the Badger Bounce Back Plan.

OSHA guidelines for reopening

OSHA guidelines for worker exposure risk to COVID-19
https://www.osha.gov/Publications/OSHA3993.pdf

Current Wisconsin Guidelines:
https://wedc.org/reopen-guidelines/

Wisconsin COVID-19 Entertainment-and-Amusement-Service-Guidelines

CDC cleaning and disinfection for community facilities:

EPA, List N: disinfectants for use against SARS-CoV-2:
https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

Signage Plan MPAC Back Stage Areas And Entrances

Hand Washing Posters: https://www.cdc.gov/handwashing/posters.html

Proper mask use: https://www.youtube.com/watch?v=oU4stQgCtV8

Sanitizing & disinfecting high-risk tech equipment tutorials for training:
- Clear Com Cleaning: https://youtu.be/1rd7QEnCYTt
20. Security Plan

Security staff will wear face masks and gloves. Security staff will have hand sanitizer and disinfecting wipes at the security screening locations and will be directed to follow proper handwashing directions and to wash hands frequently.

Clear Bag Carry-In Policy: Clear Bags – only. Only Clear Bags will be allowed into the MPAC to minimize close interaction between patrons and the Security Staff during the security screening process. No bags, backpacks or purses will be allowed into the venue.

Face Mask Policy Enforcement: Security Staff assigned to screen patrons at building entrances will ensure that mask mandate is being followed and enforced. All patrons are required to wear a mask in accordance with the City of Milwaukee’s guidance on mask policy in order to be admitted to the MPAC. This applies to all adults and to children over the age of 3. Exemptions will be made only for medical conditions or religious reasons.

Denying Patrons Admission To The MPAC: Non-complying patrons will not be admitted to the MPAC; they will receive a refund. The Security Staff will enforce this policy.

Patrons Who Take Off Their Masks After Entry: Patrons who take off their masks after entering the MPAC will be spoken to and they will be asked to comply with the mask mandate.

Patron Ejection: Anyone refusing to comply with the mask mandate will be escorted out of the facility by the Security Staff.

Customers With Children: Staff, and Volunteers, will be instructed to supervise customers with children to make sure that they are following COVID-19 safety practices. Customers with children must ensure that their children stay next to the parent, avoid touching any other person or any item that does not belong to them, and are wearing face coverings if age permits. We will make every reasonable attempt to enforce these protocols.

They will control the number of patrons entering the main entrance to Uihlein Hall at one time to allow for physical distancing in the box office lobby.

- Plexiglass sneeze barriers will be in place at the security screening locations.
- Patron traffic flow will be split into ENTER ONLY and EXIT ONLY lanes. Stanchions and crowd-control retractable belts will be used to maintain physical distancing, create patron traffic lanes, etc.
- Patrons will walk through metal detectors for security safety purposes. Screening personnel will advise patrons upon entrance to remove items from pockets and hold items including (clear) bags out in front of them as they walk through the metal detector.
- Screening supervisor will observe patrons as they pass through the metal detector as well as visually inspect items in hands and in bags. If there is a need for additional screening, the Security supervisor will use a hand-held wand with a gloved hand. The wand will be wiped down after each secondary screening.
21. Front Of House Management Plan

**Health Screening:** As mentioned in Section 1, the Front of House Staff and the Volunteers are required to complete the electronic wellness survey before coming in to work.

Staff and Volunteers are directed to stay at home if they are sick.

**Staff/Volunteer Arrival:**
- Staff and Volunteers will come to work wearing their uniform.
- Staff, and Volunteers, will receive their ushering instruction information in advance, or when they arrive to the Center, and will not gather as a group in a pre-event meeting.

**Staff Work Hours:** The work hours of the Front of House Staff will be noted and entered manually for each performance. Employees will not use the time clock system to clock in and out.

**Personal Protective Equipment:**
- Staff, and Volunteers, will wear a mask and gloves at each performance.
- Staff, and Volunteers, will be supplied with disposable gloves, and masks – if needed, and will be directed to follow proper handwashing directions and to wash hands frequently.
- Sneeze guards installed at the patron self-service pedestal ticket scanner locations.

**Front Of House Management Details**

**Face Mask Policy Enforcement:** Staff, and Volunteers, will monitor patron compliance with wearing their face mask. They will address patrons who are not complying and team with the security staff to address patrons who are not cooperating, when necessary.

**Physical Distancing Management:** Staff, and Volunteers, will manage patron compliance with physical distancing in the lobby and theaters. They will be vocal with patrons and encourage and direct them to maintain their 6-foot distance from others.

**Not Letting Patrons Congregate:** Staff, and Volunteers, will not let patrons congregate in the lobby – to the extent that this is possible. Groups of patrons gathering in the lobby will be asked to disperse and to go outside to talk. Patrons will be asked to take their seats and to remain seated.

**Distanced Positioning:** Staff, and Volunteers, will provide ushering directions and customer service to patrons from a distance – a distance of 6 feet, whenever possible.

**Customers With Children:** Staff, and Volunteers, will be instructed to supervise customers with children to make sure that they are following COVID-19 safety practices. Customers with children must ensure that their children stay next to the parent, avoid touching any other person or any item that does not belong to them, and are wearing face coverings if age permits. We will make every reasonable attempt to enforce these protocols.
Front Of House Management Plan - Continued

**Patron Self-Service Ticket Scanning:** Patrons will scan their own tickets at free standing ticket scanning pedestals. The self-service ticket scanning pedestals will be placed 6 feet apart. The self-service ticket scanning pedestals will be monitored by staff standing at a distance of 6 feet from the pedestals, whenever possible. Floor markings at 6-foot intervals will be placed at these admission locations to create physical distancing.

**Opening The House For Seating Early:** Front of House Management will work with the Technical Director, Stage Manager, etc., to open the house early for patrons to take their seats to alleviate patron crowding in the lobby and create physical distancing, whenever possible.

**Patrons Using The Restroom Facilities:** Patrons will be encouraged to use the restroom facilities before the performances begin, so that they remain in their seats during the performance.

**Patron Self-Seating:** The Staff, and Volunteers, will assist the patrons with finding their seats from a distance, whenever possible. Ushers will not escort patrons to their seats as a general practice. Rather, they will direct patrons to sections and rows from a distance, whenever possible.

**No Intermission:** Intermissions are eliminated. Or, an announcement will be made instructing the audience to remain seated while the set is being changed, etc. The Front of House Staff, and Volunteers, will be attentive to managing the movements of patrons at these times.

**General Patron Services:**
- Drinking fountains will be turned Off and covered.
- Wheelchair service is self-service. The wheelchairs will be disinfected after each use.
- Checking out a listening device, a booster seat, a Braille or large print program – self-service
- Listening devices and booster seats will be disinfected after each using the isopropyl alcohol 70% after patrons return them.
- No coat checking.
- Virtual program for patrons to view on their mobile phone.

**Audience Dismissal:** Audiences will be asked to remain seated after the performance. Patrons will be dismissed in an orderly manner to attempt to establish physical distancing and alleviate large groups converging at once in the lobby as they exit the building. The Front of House Staff and Volunteers will manage patron traffic flow control and assist patrons as during the dismissal.

**Radios & Headsets:** Radio holders have their own headset to wear.
- Radio holders are supplied with isopropyl alcohol 70% to use to disinfect the radios and their headsets. Each radio will be cleaned using the isopropyl alcohol 70% after each shift.
22. **Employee Assigned To Ensure All Safety Plan Protocols And Guidelines Are Adhered To By Staff And Patrons**

Mark Barnes  
Director Of Event Services  
mbarnes@marcuscenter.org  
414-273-7121 Extension 312

23. **Cleaning Plan**

Gibb Building Maintenance is the cleaning service provider of the Center.

**Name And Number Of EPA-Registered Disinfectants Used By Gibb Building Maintenance:**

1. **TruShot 2.0™ Mult-Surface, Restroom Cleaner & Disinfectant; EPA Registration No. 6836-348**  
   Disinfectant Contact Time: **3-minute**

2. **TruShot 2.0™ Hospital Cleaner & Disinfectant; EPA Registration No. 6836-348**  
   Disinfectant Contact Time: **3-minute**

3. **Waxie Solsta 730 HP Disinfectant Cleaner; EPA Registration No. 45745-11-149944**  
   Disinfectant Contact Time: **1-minute**

4. **GK Chlorinated Sanitizing & Disinfecting Tablets; EPA Registration No. 71847-6-91038**  
   Disinfectant Contact Time: **4-minute**
What Gibb Building Maintenance Will Do In The Center Each Service Night:

Lobby side Box Office windows and ledges will be wiped down after every transaction.

Sanitation of all touchable surfaces, using our EPA-approved disinfectant for the elimination of COVID-19. These surfaces include but are not limited to:

- Light Switches
- Door handles/Door knobs
- Door Entry Glass
- Entrance push plates
- Handrails
- Partitions
- Countertops
- Doors
- Desktops
- Bathroom Fixtures
- Cabinets
- Workstations
- Chairs
- Arm rests
- Phones
- Elevator pads
- Tables
- Toilets/Sinks
Cleaning Plan – Continued

Disinfecting, And Stocking Restrooms: Gibb Building Maintenance will continue the use of their male and female event porters and their digital restroom log to confirm that each restroom is disinfected, fully stocked, and ready for use – once an hour.

The Following Cleaning Protocol Will Be Followed At The Conclusion Of Each Performance:

- The cleaning staff will follow their standard cleaning protocols as outlined in their current schedule of duties (i.e., trash/garbage removal, sweeping, mopping, vacuuming, wiping down touchpoints, restroom cleaning, etc.) using EPA-registered SC Johnson Professional products (product spec sheet available for review).

- They will perform additional sanitation services on the areas included in their COVID-19 daily disinfection schedule. These areas would be treated with their CDC-approved disinfectant for the elimination of COVID-19 (Safety Data Sheet available).

- Lastly, they will electrostatically disinfect with their CDC-approved chemical (documentation available) the entire theater, hallways, stairwells, lobbies, and restrooms. This will ensure that no touchable surface will go without treatment.

In The Event That A Confirmed Case Of COVID-19 Occurs At The Center:

Gibb Building Maintenance has pandemic response teams that are available to clean and sanitize all affected areas of our building. They have been trained per CDC guidelines for the COVID-19 cleaning and sanitation process.

These are the steps they will take in the event that a confirmed case of COVID-19 occurs at the Center:

Disinfection Process:

Cleaning staff will wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash. Gloves will be removed and changed after cleaning a room or area occupied by ill persons. Staff will then wash their hands to prevent further contamination.

Surfaces Treated:

Soiled surfaces will be cleaned using a detergent cleaner prior to disinfection.
Cleaning Plan - Continued

Surfaces will be disinfected using an EPA-approved hospital-grade disinfectant for the elimination of the Coronavirus (COVID-19). Following is a list of surfaces that would be disinfected in affected area:

- Light Switches
- Door handles/Door knobs
- Door Entry Glass
- Entrance push plates
- Handrails
- Partitions
- Countertops
- Doors
- Desktops
- Bathroom Fixtures
- Cabinets
- Workstations
- Chairs
- Arm rests
- Phones
- Elevator pads
- Tables
- Toilets/Sinks

24. COVID-19 Patron Information On Our Website/Communicated To Patrons

The following COVID-19 information will be posted on our website for our patrons to refer to. We will also be circulating this information with a direct email to each patron prior to an event/performance.

MPAC GUIDE TO RE-OPENING

AS WE RE-OPEN:
The health and safety of all our audience members, staff, volunteers, resident partners, and visiting shows continues to be the Marcus Center’s highest priority. As we look forward to reopening our doors, we are dutifully monitoring all CDC guidelines and best practices in response to the COVID-19 pandemic. We are committed to enhancing our safety plan and implementing new measures throughout the building and grounds to create a safe environment while welcoming guests back.
COVID-19 Patron Information On Our Website – Continued

We Care About Your Safety:
WHAT WE ARE DOING. WHAT YOU CAN DO.

What We’re Doing:

- HVAC Upgrade - Our recently installed state-of-the-art HVAC system continually introduces outside air into every inch of the building while doing a full air turnover every 20 minutes, all while maintaining comfortable temperatures for our guests.

- Hand Hygiene - Hand sanitizer stations are positioned throughout the building for your convenience.

- Healthy Team - All employees and vendors are required to sign off on a health check before entering the building, as well as wear masks at all times and frequently wash their hands during shifts.

- Contactless Ticketing - The Box Office and House staff will be taking measures to limit contact as much as possible, including moving to an all-digital ticketing system, contactless scanning, and patrons being seated 6 feet apart at events.

- Safe Parking - The Marcus Center Parking Structure will utilize self-payment kiosks at all gates in order to limit person-to-person contact. Parking Staff will wear masks and gloves at all times and will disinfect kiosks after each transaction.

- Sanitation - Our staff will deep-clean after every performance, including sanitation of all touchable surfaces using EPA-approved cleaning agents and electrostatic disinfectants.

What You Can Do:

- Mask Policy – All patrons are required to wear a mask while in the Marcus Performing Arts Center in accordance with the City of Milwaukee’s guidance. This applies to all adults and to children over the age of 3 and the policy will be enforced by Marcus Center Security and Staff.

- Stay at home if you’re ill or symptomatic – Refunds or exchanges will be available until curtain time for patrons who cannot attend a performance due to COVID-19 related issues.

- Physical Distancing - Practice social distancing with staff and your fellow audience members and follow all spacing markers throughout the building i.e., Bathrooms, Box Office etc.

- Clear Bags Only - Our Security plan has been modified to limit contact between individuals. Because of this, no bags except transparent bags will be allowed into the Center. We suggest that all nonessential bags be left at home or in the trunk of your car before entering the Marcus Center.
25. **Mandatory Employee Training**

All active employees, and inactive employees returning for the reopening of the MPAC, will receive a copy of this COVID-19 Safety Plan. It is mandatory for all employees to receive training regarding the information and protocols that are contained within the plan. An emphasis will be placed on employees using personal protective equipment properly, proper hand washing, hand sanitizing, cough etiquette, practicing physical distancing, etc., and the HR policies that employees are required to follow.

- Before reopening, each department will do a walk-thru of their work areas and discuss the information contained in this COVID-19 Safety Plan.

- Supervisors will discuss the contents of this COVID-19 Safety Plan with new hires during the orientation/onboarding process.

26. **COVID-19 Safety Plan**

A copy of our COVID-19 Safety Plan is available to the City Of Milwaukee Health Department upon request.

27. **MPAC COVID-19 Safety Plan Precedence**

In the event that the policies and plans written in the COVID-19 Safety Plan of a tenant partner, or a user organization, conflict with the policies and plans written in the MPAC COVID-19 Safety Plan the **MPAC COVID-19 Safety Plan takes precedence** unless the resident group has communicated and gotten agreement from MPAC for a policy change.
28. COVID-19 Safety Plan Employee Acknowledgment Signature Form

All employees are required to receive a copy of this MPAC COVID-19 Safety Plan, read it, and sign the Employee Acknowledgment form.

MPAC COVID-19 SAFETY PLAN EMPLOYEE ACKNOWLEDGMENT

I acknowledge that I have received a copy of the MPAC COVID-19 Safety Plan outlining the responsibilities as an employee and the responsibilities of the organization. I have read the information contained in this Plan and I understand it. If I have questions, I should contact my Manager. I understand that the MPAC COVID-19 Safety Plan is not a contract, but does provide organizational policies and procedures by which I am governed.

I agree to comply with the guidelines, policies and procedures of the Marcus Performing Arts Center.

This COVID-19 Safety Plan is subject to change as conditions require. It is understood that changes in procedure will supersede or eliminate those found in this manual and I will be notified of such changes through normal communication channels.

________________________________________
Employee Name Printed

________________________________________
Employee Signature

________________________________________
Date Signed

Copy: Personnel File