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# Workplace Preparedness Plan

## Executive Summary & Guiding Principles

The Minnesota Orchestral Association (MOA) is guided by a respect for each other and a purpose of sharing music with our community. We are committed to providing a safe and healthy workplace for all our employees. In accordance with this commitment, we have developed the following Preparedness Plan in response to the COVID-19 pandemic.

Our goal is to mitigate the potential for transmission of COVID-19 in our workplace and that requires full cooperation from everyone. Only through this cooperative effort, and shared accountability, can we establish and maintain the safety and health of our employees and workplace.

All MOA employees and contractors/consultants are responsible for implementing and complying with all aspects of this Preparedness Plan and are empowered by the provisions of this policy.

This Preparedness Plan follows guidance from research around the world and regionally by the University of Minnesota and Dr. Jon Scott Hallberg. Additionally, guiding principles are developed and updated based on content released by Stay Safe Minnesota, Minnesota Department of Health (MDH), Minnesota Department of Labor and Industry (DLI), Centers for Disease Control and Prevention (CDC) and federal Occupational Safety and Health Administration (OSHA) standards related to COVID-19.

## Steering Committee - Emergency Operations Team

We have involved our employees in this process by establishing an Emergency Operations Team (EOT) made up of a cross section of employees that represent perspectives from each of our constituencies.

Members:

- Shawn Carriere, Executive Assistant to President & CEO and Vice President of Advancement
- Casey Collins, Artistic Planning Coordinator
- Jen Keavy, Director of Marketing
- Beth Kellar-Long, Vice President of Orchestra Administration
  - Musician Task Force
    - Kris Arkis, Orchestra Personnel Manager
    - J. Christopher Marshall, Bassoon
    - Joel Mooney, Technical Director
    - Ben Odhner, Second Violin
    - Mele Willis, Artistic Operations Manager
    - Gareth Zehngut, Viola
- Dan Kupfer, Director of Facilities
- Gwen Pappas, Director of Communications
- Nick Peter, Event and Facility Sales Manager
- David Sailer-Haugland, Vice President of Marketing and Guest Relations
  - Steering Committee Chair
- Shannon Senna, Director of Human Resources
- Cassandra Swan, Director of Ticket and House Services
- Ivan Winship, Vice President of Finance and Administration

## **Scope**

The EOT has developed this workplace plan for all employees that work in both Orchestra Hall and the International Center administrative offices. Additionally, the EOT has prepared this COVID-19 Preparedness Plan document and obtained the guidance posters required by the state of Minnesota.

The primary objective is ensuring a safe return to workspaces.

This Preparedness Plan will address key areas such as understanding the environment and Minnesota State milestones necessary for a safe return; establishing the phases for return; and identifying safety protocols, processes and related supporting policies.

To inform our plans, the EOT is relying on guidance from local, state and federal sources regarding general health and safety recommendations; guidance from the state of Minnesota regarding acceptable gathering sizes and other safety protocols for venue space (i.e., Orchestra Hall); and consulting with colleagues from other organizations on how they are preparing their plans.

Input from employees not currently serving on the steering committee is welcomed and can be forwarded to Steering Committee Chair David Sailer-Haugland.

## **Constituency**

All employees (staff and musicians) are constituents of this Preparedness Plan.

## Phased Reopening Strategy: Phase III

Phase III will begin September 18, 2020 and will include staff and musicians for department-specific functions that are not supported through the work from home initiative in order to support the needs of the Minnesota Orchestral Association (MOA) to return to the workplace. Managers will work with employees to determine when it is necessary for them to return to either facility, or what business need they will be fulfilling. In addition to this plan, all employees who are returning to work will receive a detailed memorandum, from their manager that outlines new protocols and procedures specific to their work.

Current state guidelines concerning work from home indicate that staff should “telework if you can.” As a result, work from home guidelines will remain in effect throughout Phase III.

- Working/rehearsing/performing remotely
  - Offered throughout all phases
  - Access to Orchestra Hall or International Center will be granted based on specific functions or needs
  - Staff should continue to work with their manager and musicians should work with Beth Kellar-Long if one-time access is needed beyond scheduled rehearsals and concerts
- Flexible hours
  - Offered throughout all phases, as needed
  - Staff should work with their manager based on business need or essential functions

Phase III includes some work from home exceptions. The most significant change allows for the on-site presence of staff and musicians associated with concert or building rental operations. Other exceptions include employees who perform functions in the following areas:

- Facility readiness, cleaning, and maintenance
- Technical improvements and maintenance
- Mail distribution
- Customer service-related functions including inbound call center
- Other staff functions that need access to equipment or files

### Facility Readiness

#### Physical Distancing

- Always maintain at least six feet of physical distance from other individuals
- Due to musician testing and quarantine safety protocols, backstage areas are restricted to musicians, stage crew, and select artistic staff during posted rehearsals and performance times.

#### Technology Needs

- Emerging technology considerations will be addressed in work from home documentation

### Cleaning & Housekeeping

All cleaning products utilized by International Center cleaners and Minnesota Orchestra cleaners meet CDC guidelines. Cleaning supplies will also be placed throughout the administrative office for employee use.

Thorough cleaning of affected workspace and common areas (stage, floors, and restrooms) will follow CDC guidelines. Individual cleaning protocols are noted below for both Orchestra Hall and International Center.

## **Orchestra Hall – Workplace Protocol**

### **Staff and Musician Arrival**

- Prior to arriving, read the MOA Preparedness Plan.
- Musicians and select staff will be required to take a COVID-19 test in advance of rehearsals and concerts. Testing protocols will be provided in advance to impacted employees.
- Enter and exit through the Stage Door or Loading Dock using your access card.
- The Stage Door entrance will only be staffed during rehearsals, concerts, and events.
- Review all informational posters.
- Use the provided hand sanitizer or immediately wash your hands before going to your designated workplace.
- Upon entering Orchestra Hall, read and confirm the following statements. If you cannot confirm these statements, please inform your manager or for musicians, Beth Kellar-Long, and return home immediately.
  1. I have read and understand the Preparedness Plan
  2. I have taken my temperature before arrival, and I do not have a fever
  3. I have not recently been exposed to someone with COVID-19 symptoms
  4. I have conducted the COVID-19 self-assessment as follows and can answer “no” to all questions.

### **Health Screening Checklist**

Please answer “Yes” or “No” to each question.

Do you have any of the following symptoms?

- |   |  |
|---|--|
| <input type="radio"/> Fever or feeling feverish | <input type="radio"/> New sore throat            |
| <input type="radio"/> Chills                    | <input type="radio"/> New muscle aches           |
| <input type="radio"/> New cough                 | <input type="radio"/> New headache               |
| <input type="radio"/> Shortness of breath       | <input type="radio"/> New loss of smell or taste |

### **Stage Door Procedures**

Beginning September 9:

- Business hours:
  - Open for rehearsal and event hours only
  - Closed to the general public
- As much as possible, on-site rehearsals will be scheduled during standard business hours
- No day-time business hours or in-person ticketing until Phase IV
- All staff, visitors and vendors must enter through the Stage Door during event hours
- Musicians will enter through the Stage Door or Loading Dock door.

## **Designated Workspace**

[Face coverings](#) are required to be worn in all common spaces and strongly encouraged when alone in your designated workspace (unless otherwise communicated by your manager or for musicians, Beth Kellar-Long). If you take your face covering off at your desk, please keep it readily available and be prepared to put it on if others approach. If you do not have a face covering, please pick up a disposable mask at the Stage Door desk.

At minimum, wipe down your designated workspace at the beginning and end of your work shift. Wipes or disinfectant spray will be readily available.

- Phones
- Keyboards
- Desks
- Chairs

## **Shared Equipment**

Wipe down shared equipment when your task has been completed

- Copy machines
- Touch screens & POS systems
- Refrigerator
- Microwave
- Water cooler

## **Common Spaces**

Cleaning will be provided by the Facilities Team

- Stairs and railings
- Restrooms
- Controls, knobs, handles
- Door handles
- Elevator panels

## **Kitchen and Breakrooms**

- Food preparation and storage is allowed
- Food to be consumed at your designated workspace or a designated space as communicated by your manager or for musicians, Beth Kellar-Long
- No usage of shared coffee maker
- No communal food to be shared or left on counters
- No use of communal dishes, cups, and cutlery
- Personal dishes and cutlery to be kept at your own workstation; or use provided disposable plates, cups, and cutlery

## **Meeting and Conference Rooms**

Many areas, including meeting rooms, will be closed during Phase III, with the following exceptions if needed as a gathering space or for designated workspace for staff and musicians. All rooms should be scheduled in ArtsVision software. Discuss scheduling needs with your manager or for musicians, Beth Kellar-Long.

- The Cunningham Green Room
  - 10 people maximum capacity
- Target Atrium
  - 30 people maximum capacity
- Musicians Lounge is only available as an assigned warm-up space.
- Practice rooms, and locker facilities (exception: pick-up of personal items, adjacent restroom facility) are unavailable for use during Phase III.

### **HVAC System**

- Orchestra Hall HVAC system has been running throughout the work from home time to ensure maximum air exchange throughout the building
- Filters have been upgraded to meet the highest industry standards
- Orchestra Hall meets or exceeds all CDC recommended ventilation standards. In 2019, we became the first performing arts center in the country to achieve LEED v4 O+M certification—creating a building that is greener, cleaner and more energy-efficient.
- Air exchange rates for spaces are listed below:
  - Music Library, 3.5 air exchanges per hour
  - Musicians’ Lounge, 10 air exchanges per hour
  - Rehearsal Room, 10 air exchanges per hour
  - Artistic Offices, 8.5 air exchanges per hour
  - Auditorium, 8 air exchanges per hour
  - Backstage, 8 air exchanges per hour
  - Target Atrium, 9.7 air exchanges per hour
- Orchestra Hall’s HVAC is equipped with MERV 14 filters which are rated for .03 – 1.0 micron filtration.

### **International Center Administrative Office – Workplace Protocol**

Please refer to the [guidelines provided by International Center management](#) and be prepared to follow all instructions and posted signs throughout the building.

#### **Entering International Center offices:**

- Prior to arriving, read the MOA Preparedness Plan
- Enter/exit through one of the doors with a card access reader, as communicated by your manager
- International Center reception will be closed through Phase III
- Review all informational posters and follow directional signage on floor.
- Use the provided hand sanitizer or immediately wash your hands before going to your designated workplace
- Upon entering the office, you will be asked to read and confirm the following statements. If you cannot confirm these statements, please inform your manager and return home immediately.
  1. I have read and understand the Preparedness Plan
  2. I have taken my temperature before arrival, and I do not have a fever
  3. I have not recently been exposed to someone with COVID-19 symptoms
  4. I have conducted the COVID-19 self-assessment as follows and can answer “no” to all questions.

## Health Screening Checklist

Please answer “Yes” or “No” to each question.

Do you have any of the following symptoms?

- Fever or feeling feverish
- Chills
- New cough
- Shortness of breath
- New sore throat
- New muscle aches
- New headache
- New loss of smell or taste

## Designated Workspace

[Face coverings](#) are required to be worn in all common spaces and strongly encouraged when alone in your designated workspace (unless otherwise communicated by your manager). If you take your face covering off, please keep it readily available and be prepared to put it on if others approach. If you do not have a face covering, please pick up a disposable mask at the front reception desk.

At minimum, wipe down your designated workspace at the beginning and end of your work shift. Wipes will be readily available.

- Phones
- Keyboards
- Desks
- Chairs

## Shared Equipment

Wipe down shared equipment when your task has been completed

- Copy machines
- Touch screens and POS systems
- Refrigerator
- Microwave

## Common Spaces

Follow all posted guidelines in International Center spaces (lobby, restrooms, and elevators)

- Controls, knobs, handles
- Door handles

## Kitchen and Breakrooms

- Food preparation and storage is allowed
- Food to be consumed at your designated workspace
- No usage of shared coffee maker, water kettle or water dispenser
- No communal food to be shared or left on counters
- No use of dishwasher
- No use of communal plates, cups, and cutlery
- Personal dishes and cutlery to be kept at your own workstation; or use disposable plates, cups, and cutlery



## Conference Rooms

Conference rooms will be available during Phase III. If you need to use a meeting room as a gathering space or for designated workspace for staff, schedule the room in Outlook or talk to your manager. Make sure to maintain six feet distance when seated at the table and wipe down the table and any equipment before and after use. When possible, virtual meetings are recommended.

## Cleaning Schedule

- Daily cleaning is provided by International Center as detailed in the [guidelines provided by International Center management](#).
- Onsite support and supervision of International Center cleaners to be provided by Facilities Team once a day and as needed (Facilities Team is available at Orchestra Hall between 8:00 a.m. - 4:00 p.m.)

## HVAC system

- International Center HVAC system has been running throughout the work from home time to ensure maximum air exchange throughout the building
- Heat pump filters have been upgraded to meet the highest industry standards

## Staff and Musician Readiness

### Face Covering and Mask Protocol

Masks help stop the spread of COVID-19 to others. [Face coverings](#) are required to be worn in all common spaces and strongly encouraged when alone in your designated workspace (unless otherwise communicated by your manager). Staff and musicians must follow [Face Covering Requirements](#) (Minnesota Executive Order 20-81) and [guidelines from the CDC](#).

### Overview

- Wear masks with two or more layers to stop the spread of COVID-19
- Wear the mask over your nose and mouth and secure it under your chin
- Masks should be worn by people two years and older
- Masks should NOT be worn by children younger than two, people who have trouble breathing, or people who cannot remove the mask without assistance
- Do NOT wear masks intended for healthcare workers, for example, N95 respirators
- CDC does not recommend the use of gaiters or face shields. Evaluation of these face covers is ongoing, but effectiveness is unknown currently.

Forgetting to wear a mask can sometimes happen in the workplace. If you encounter a colleague or visitor not wearing a mask in your presence, you are empowered to encourage them to put their face covering on with a polite reminder to “mask up”. We all benefit from this policy. If you receive a reminder from a colleague—make sure to comply and acknowledge their request positively.

### Staff and Musician Health Status

The following policies and procedures are being implemented to assess employees’ health status prior to entering the workplace and for employees to report when they are sick or experiencing symptoms.

- Health screening for symptoms of COVID-19 each day before reporting to Orchestra Hall or the International Center

- Employees are expected to self-monitor at home prior to every scheduled shift for signs and symptoms of COVID-19 and report their findings through the following source: [Mayo Clinic COVID-19 Self-Assessment Tool](#)
- Thermometers will be provided to any employee who requests one to aid in their self-screening. Staff and musicians can request one by contacting a member of the Human Resources team and a thermometer will be mailed to their home address.
- Infrared touchless thermometers will be available at both Orchestra Hall and International Center. Contact your manager if you need to access one, or for musicians, contact Beth Kellar-Long.
- Musicians and select staff will be required to take a COVID-19 test in advance of rehearsals and concerts. Testing protocols will be provided in advance to impacted employees.

**How will staff and musicians communicate with the Orchestra if they are sick or experiencing symptoms while at home?**

- Staff will communicate directly with their manager and musicians will communicate via the sick line, following their established team protocols for calling-in sick
- If a staff member or musician has concerns regarding illness or needs to report COVID-19 symptoms, please contact the Director of Human Resources.

**How will staff or musicians report that they are sick or experiencing symptoms while at work?**

- Staff will communicate directly with their manager and musicians will communicate with the artistic staff person on duty if they are feeling sick while at work
- Staff member or musician will be sent home, and if they have the ability and feel well enough, can work from home until able to physically return to work. If the employee does not have the ability to work from home, their manager (or for musicians, Beth Kellar-Long) will discuss payroll options with the employee. Accrued sick time is always available for employee use.
- If the staff member or musician has concerns regarding illness or needs to report COVID-19 symptoms, please contact the Director of Human Resources.

**How will a staff member or musician be isolated in the workplace until they can be sent home?**

- If a staff member or musician cannot go home immediately, their manager or for musicians the artistic staff person on duty will find the nearest available safe space to comfortably quarantine the employee from other employees. The manager should:
  - Place “Do Not Enter” signage (available at Orchestra Hall Stage Door or International Center receptionist desk) outside the space
  - Contact Facilities employee regarding use of space so they can re-sanitize space upon employee’s departure
- Staff or musicians who rely on Metro Transit for their commuting needs are encouraged to register for the [Guaranteed Ride Home Program](#)

**Addressing employee safety concerns**

- Staff and musicians are encouraged to bring any concerns to their manager, a member of the Leadership Team or to the Director of Human Resources.

## **Accommodations for staff or musicians with underlying medical conditions or who have household members with underlying health conditions have been implemented**

- Staff and musicians are encouraged to bring any concerns to their manager, a member of the Leadership Team or to the Director of Human Resources

**MOA has leave and absence policies** that can be utilized in the event that a staff member or musician has a medical concern, is sick, has a safety concern, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household

- Employees are encouraged to bring any concerns to their manager, a member of the Leadership Team or to the Director of Human Resources
- Leave time categories based on eligibility
  - Sick Leave (Minneapolis Sick and Safe Leave Ordinance)
  - PTO (Paid Time Off)
  - Vacation
  - Family Medical Leave Act (FMLA)
  - Americans with Disabilities Act (ADA)
  - Workers' Compensation
  - Personal leave of absence
- Reasonable efforts will be made to support state and city contact tracing efforts if we are informed that someone in either facility is known to have COVID-19
- MOA will inform staff and musicians if they have been exposed to a person with COVID-19 in the workplace while protecting the privacy of every employee's health status and health information as required by employment law

## **Staff, Musician and Visitor Hygiene**

Basic infection prevention measures are being designed and implemented in response to the evolving COVID-19 protocols and personal hygiene and grooming is always expected.

### **Staff and Musicians**

- Staff and musicians are expected to wash their hands for at least 20 seconds with soap and water (or use hand sanitizer) upon arrival at the workplace and frequently throughout the day especially when arriving at the workplace, prior to and following any meals, after using the restroom or after cleaning commonly used tools or machinery
- Hand sanitizer and other disinfectant supplies will be located throughout Orchestra Hall and the International Center office
- Staff and musicians are required to wear face coverings when in common spaces. If you do not have a face covering, please pick up a disposable mask at the Stage Door desk.

### **Visitors**

All visitors to the building must be authorized by a hosting employee/musician. Please notify Stage Door attendant in advance of all visitor appointments. Visitor guidelines will be posted at Orchestra Hall Stage Door entrance.

The hosting employee of the invited visitor will be expected to ensure that guidelines have been reviewed by the visitor and the visitor can confirm the following:

- I have not recently been exposed to someone with COVID-19 symptoms

- I have reviewed all informational posters
- I have conducted the COVID-19 self-assessment as follows and can answer “no” to all questions.

Assessment tool available at: [Mayo Clinic COVID-19 Self-Assessment Tool](#)

Certain individuals who are involved in concert production may be required to take a COVID-19 test in advance of rehearsals and concerts. Testing protocols will be provided in advance to impacted visitors.

### **Health Screening Checklist**

Please answer “Yes” or “No” to each question.

Do you have any of the following symptoms?

- |   |  |
|---|--|
| <input type="radio"/> Fever or feeling feverish | <input type="radio"/> New sore throat            |
| <input type="radio"/> Chills                    | <input type="radio"/> New muscle aches           |
| <input type="radio"/> New cough                 | <input type="radio"/> New headache               |
| <input type="radio"/> Shortness of breath       | <input type="radio"/> New loss of smell or taste |

For convenience, hand sanitizer will be available at the Orchestra Hall Stage Door, Loading Dock and the International Center office reception desk. Additionally, visitors are encouraged to wash their hands utilizing International Center or Orchestra Hall facilities after entering the space.

- All visitors are required to wear face coverings
- Visitors will be asked to maintain 6-foot physical distancing when possible
- Visitor guidelines will be posted at Orchestra Hall Loading Dock entrance and International Center reception entrance doors.

### **Source Control and Respiratory Etiquette**

Source control and respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all employees and visitors.

- Protective supplies, such as non-medical cloth masks, cleaning gloves and disinfectant cleaners will be available to staff, musicians and guests.

## Concert and Event Safety Protocols

### Events and Public Gatherings

Minnesota Orchestra will be holding indoor concerts during the months of September through December 2020. Public ticket offerings to these Minnesota Orchestra concerts will not be available out of an abundance of caution for the safety and wellbeing of all involved in our events and public gatherings. Our facility will be available for rental use on a case-by-case basis following Stay Safe MN guidelines for [Seated Entertainment & Meeting Venues](#) and [Music Activities and Performances](#).

The return of public audiences to Minnesota Orchestra concerts will be re-examined for Phase IV by November 20, 2020. A list of public-facing audience safety protocols will be posted on our web site (see below).

### Audience Safety Protocols

#### Face Coverings

Mask or face coverings are required for all guests, musicians, and staff attending concerts or events inside or outside of Orchestra Hall. Complimentary masks are available upon request should you forget your mask upon arrival.

#### Pre-Concert Screenings

A one-minute yes/no symptom screening is required. If you are symptomatic, please stay safe at home. Screenings will be emailed on the day of your event or can be conducted privately with an Emergency Medical Technician (EMT) upon arrival.

#### Entrance and Seating by Zone

To limit guest and employee interactions we may request that you enter through a specific door and stay within a designated area of the lobby and concert hall. For your convenience concessions and restrooms will also be available in your designated area.

#### Touchless and Cashless Experience

Printed tickets are currently not available for any Minnesota Orchestra concert. We encourage you to show required entrance documentation via your smartphone. Services will be made available on-site at the Box Office should you not be able to present information via smart phone. To limit contact, wherever possible we have eliminated the need for you to touch door handles, railings, etc...In rare instances where this cannot be eliminated, facilities cleaning crew are monitoring and cleaning anything touched by employees or guests.

Beverages may be available pre-concert for select concerts and events but must be ordered in advance or by using your smartphone on site. No cash or credit card transactions will be accepted.

**Our top priority is the health and safety of our guests, musicians and staff. Here are the changes you can expect to see at our concert offerings.**

### **Reduced Seating Capacities**

Capacities inside and outside of Orchestra Hall will be reduced to 250 people or less based on state guidelines. All event spaces are only accessible to pre-registered guests. Last minute walk-up sales are not available.

Outdoor concerts seating will be arranged in pairs only, with each pair at least six feet apart from any surrounding seat. Indoor concerts at Orchestra Hall will be available in seat combinations of 2-6 people per order. Patrons will be seated at least six feet apart from one-other (a six-foot circle surrounds each seated order in all directions). Everyone seated together must order together. Accessible locations will be available. We're sorry, combining orders or any other special seating requests cannot be accepted at this time due to stringent seating protocol.

### **Enhanced Cleaning Procedures**

The Minnesota Orchestra Facilities team implemented new cleaning protocols during June in accordance with CDC guidelines. Strict cleaning regimes are in place for our indoor and outdoor concert experiences. Common areas and high touch points will be routinely cleaned throughout the event with disinfectants recommended by the Center for Disease Control (CDC) and US Environmental Protection Agency (EPA). Multiple facilities team members are available at every concert to monitor that cleaning remains a priority throughout your experience.

All seating locations will be sanitized before and after every use inside and outside of Orchestra Hall. The restrooms and surrounding spaces will be monitored closely for cleanliness and sanitized frequently throughout the event for your safety. Guests will be directed to assigned restrooms in our facility to limit over all use.

### **Facility Ventilation Standards**

Orchestra Hall currently meets or exceeds all CDC recommended ventilation standards. In 2019, Orchestra Hall became the first performing arts center in the country to achieve LEED v4 O+M certification. The certification brings with it a host of benefits—namely that the building is greener, cleaner and more energy-efficient than before. The venue's indoor air quality has improved due to increased outside air being used for ventilation with high-efficiency filtration.

### **Physical Distancing Standards**

Directional signs and reminders will be posted throughout the building to guide audience members in maintaining a safe 6 feet physical distance before, during and after their concert. The event maximum is 250 individuals. Concert seating and surrounding spaces will be stanchioned off to maintain the 250-maximum capacity. After the concert, the Audience Services team will release attendees in small groups based on your section. Each group will have a separate departure path to exit the space.

### **Emergency Medical Technician (EMT) Available**

The Minnesota Orchestra provides an on-site EMT at all events. The EMT will be located near the event entrance point for outdoor concerts and in the main floor lobby for concerts inside Orchestra Hall. EMT's are available to assist with a private pre-concert health screening and/or temperature check should you need assistance. Disposable masks and hand sanitizer can be found at the EMT location.

## **Valet Parking and Coffee Concert coach buses suspended**

For the well-being of all guests we have suspended our valet parking services as well as our Thursday morning coffee concert coach bus transportation. We apologize for this inconvenience and we will re-instate when appropriate.

## **Security Assistance**

Audience Services team members receive on-going safety, security, and emergency preparedness training. Outside security assistance is contracted for all concerts inside and outside of Orchestra Hall. Security will be present at all concerts and easily identifiable to guests. Peavey Plaza operations are managed by the non-profit organization Green Minneapolis. Minnesota Orchestra Audience Services managers collaborate with Green Minneapolis and the Downtown Improvement District (DID) to coordinate security and to ensure safe events. Additionally, the Minnesota Orchestra adheres to any security requirements outlined by the City of Minneapolis as part of the event permitting process.

## **Concert Cancellations**

In the unfortunate case of inclement weather situation, public safety emergency or a COVID related outbreak among staff or musicians, the concert will be cancelled. We'll share a decision to perform or cancel on our website no later than 4 hours prior to your concert start time. Due to limited availability, cancelled concerts may not be rescheduled. In the event of a weather emergency, guests will be guided to a safe space with ample room for physical distancing.

## **Daily Health Screenings, Frequent Hand Washing/Sanitizing**

Musicians, Audience Services Team members, and staff participate in daily health screenings and are expected to wash/sanitize their hands routinely while at Orchestra Hall. In accordance with municipality guidelines, everyone is required to wear face coverings. Employees of the Minnesota Orchestra do not attend work unless they are symptom-free, and accommodations are in place for all employees should they need to stay home. The Minnesota Orchestra adheres to its strict Workplace Preparedness Plan. Every employee has received and reviewed the plan. A copy of the plan will be available upon request for guest review at every concert/event.

*How can you help?*

## **Face Coverings Required**

To protect yourself and others, and in accordance with state and municipality guidelines, everyone is required to wear a mask or face covering when attending a Minnesota Orchestra concert or event (indoors and outdoors). If you don't have a face covering upon arrival, disposable masks will be available at our EMT site. For the safety of all, we encourage you to keep your mask on throughout the concert. However, once you are seated and the concert has begun, you may remove your mask if needed because your seat location will be six feet away from others attending.

## **Frequent Handwashing and Sanitizing**

Take advantage of the hand sanitizing stations throughout the Orchestra Hall lobby and available for performances outside on Peavey Plaza. Orchestra Hall restrooms will also be available throughout the event for hand washing. Restrooms will be monitored and cleaned multiples times throughout your concert experience.

Minnesota Orchestra musicians are eager to share music with you again! If you have additional questions or concerns, don't hesitate to contact us at 612-371-5656 or at [tickets@mnorch.org](mailto:tickets@mnorch.org).  
review concert reminder prior to your arrival

Everything you need to know to have the best experience at Orchestra Hall will be outlined in a pre-concert email the week of your concert. Review the document carefully as specific information about where you should arrive and how you should depart the concert will be included. COVID-19 precautions can change rapidly. For the most up-to-date information check your concert reminder the week of your scheduled event.

### **COVID-19 Warning**

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. According to the CDC, senior citizens and guests with underlying medical conditions are especially vulnerable. Visit the CDC web site for a complete list of people who need to take extra precautions. By attending a Minnesota Orchestra concert you voluntarily assume all risks related to exposure to COVID-19. Help keep each other healthy.



## Musician Preparedness Plan

The following information will help acclimate you to the procedures and rhythms we've put into place to ensure that we are all doing our very best to take care of each other and stay safe and healthy while returning to the work we love. That purpose guides everything we have done to this point and will do going forward.

Based on all expert guidance from our medical advisors, infectious disease specialists, the Minnesota Department of Health (MDH), the National Institute of Allergy and Infectious Disease (NIAID) and Centers for Disease Control (CDC), the most important and effective steps we can take to mitigate our risk of transmitting the novel corona virus are:

1. wear face masks,
2. maintain physical distance of 6 feet,
3. practice excellent hand and respiratory hygiene.

These three protocols, in combination with recommendations based on the outcome of our aerosol study and COVID-19 diagnostic testing, offer a comprehensive strategy to significantly mitigate risk and create as safe a work environment as possible.

This document outlines all protocols pertaining to you at Orchestra Hall and represents a starting point and baseline for health and safety. Musician representatives, staff, and health professionals will continue to refine, improve, and update these protocols as appropriate and needed through the pandemic. You will also receive by September 11<sup>th</sup> a Phase III MOA COVID-19 Preparedness Plan of which this document is a part; please be sure to read it carefully.

After reading this information, please feel free to contact Mele Willis or Kris Arkis with any questions. You may also direct questions, concerns or ideas through musician representatives Chris Marshall, Ben Odhner and Gareth Zehngut.

### **Before you come to Orchestra Hall *each day*:**

- Self-monitor for any symptoms of illness and report your findings ***before coming to work each day*** via the following source:
  - Mayo Clinic COVID-19 Self-Assessment Tool  
<https://www.mayoclinic.org/covid-19-self-assessment-tool>
- Take your temperature to be sure you do not have a fever. Thermometers will be provided to any employee who requests one to aid in their self-screening. Staff and musicians can request one by contacting a member of the Human Resources team and a thermometer will be mailed to their home address.
- **If you have any symptoms of illness, do not come to work. Contact Personnel via the sick line.** Please use this number exclusively for reporting illness going forward. The message will be immediately routed to both Personnel Managers for efficiency and quick response.
- If you are performing, you must come dressed in concert attire. Concert dress code is listed below in this document.

### **Upon arrival at Orchestra Hall:**

- **Always put on your mask before entering the building and wear it inside unless you must remove it to play.** (If you forget your mask there will be a limited supply available at the Stage Door.)
- Please enter the Hall through the Loading Dock door. Beginning the week of September 28<sup>th</sup>, you may use either the Stage Door or the Loading Dock door.
- Upon entering the Hall, you will be directed by signage to read and confirm the following statements. If you cannot confirm these statements, please inform staff on duty and return home immediately.
  - I have read and understand the Preparedness Plan
  - I have taken my temperature before arrival, and I do not have a fever
  - I have not recently been exposed to someone with COVID-19 symptoms
  - I have conducted the COVID-19 self-assessment as follows and can answer “no” to all questions.

#### **Health Screening Checklist**

Please answer “Yes” or “No” to each question.

Do you have any of the following symptoms?

- |                             |                              |
|-----------------------------|------------------------------|
| • Fever or feeling feverish | • New sore throat            |
| • Chills                    | • New muscle aches           |
| • New cough                 | • New headache               |
| • Shortness of breath       | • New loss of smell or taste |
- Staff and musicians are expected to wash their hands for at least 20 seconds with soap and water upon arrival at the workplace and frequently throughout the day, but especially when arriving at the workplace, prior to and following any meals, and after using the restroom. The musician locker room restrooms will be open for this purpose.
  - Hand sanitizer and other disinfectant supplies will be located throughout Orchestra Hall.
  - Proceed directly to your assigned rehearsal or unpacking / warm-up location – please do not linger in public areas or leave personal belongings anywhere except your assigned area.

### **COVID-19 diagnostic testing:**

- All musicians and staff involved in a rehearsal / concert week will be given a COVID-19 nasal swab test once prior to the first rehearsal.
- The diagnostic test provides only a snapshot in time. As recommended by our medical advisors, you are strongly encouraged to practice the following quarantine measures during the seven days leading up to the COVID-19 test and continuing through the work period in order to protect the health and safety of all colleagues. This means:
  - Limit travel (*limiting exposure to large groups of people for extended periods of time and exercising caution and following guidelines around masking, physical distancing and hand washing hygiene.*)
  - No indoor dining at restaurants
  - No bars – indoor OR outdoor

- No indoor gatherings with anyone other than family
- Limit contact with others engaging in any of these behaviors
- Limit public interactions to necessities of groceries and essential needs
- You will be assigned a time for your test and results will be available before you come back for rehearsals.

**Additional health and safety information for the stage and backstage:**

- All musicians and staff will wear masks at all times. If you must remove your mask to play your instrument, please immediately put it back on for any period of extended rest, or before speaking or leaving the stage.
- Onstage seating will reflect current medical guidelines of 6 feet physical distancing and the results of the University of Minnesota aerosol research study (which indicate that the aerosols from all wind and brass instruments are not directional and do not flow further than 30 cm from the instrument before decreasing to the level of ambient air). We will continue to follow the best available scientific and medical advice for determining numbers of players onstage; this process will include MOMC representation.
- Air purifiers will be placed on stage as recommended by the research.
- Air flows into the auditorium through the ceiling and out through returns in the floor under the audience seats.
- Air is exchanged at the following rates in spaces in Orchestra Hall:
  - Auditorium – 8 times per hour
  - Rehearsal Room – 10 times per hour
  - Musicians’ Lounge – 10 times per hour
  - Backstage – 8 times per hour
  - Target Atrium – 9.7 times per hour
- Orchestra Hall’s HVAC is equipped with MERV 14 filters which are rated for .03 – 1.0 micron filtration.

**General protocols:**

- Maintain appropriate and respectful physical distance (6 ft whenever possible) from others as you pass through public spaces.
- Face masks are always to be worn when you are in the building. Current recommendations call for a close-fitting mask. Self-adhesive moldable strips will be available upon request for those who wish to modify a mask for a closer fit. Please note: vented face masks are not considered effective by the CDC.
- Restrooms in the musician locker rooms and main floor ring corridor off stage right will be open for use. Please be aware of appropriate physical distancing; two people maximum at a time in musician locker room restrooms, maximum in main floor ring corridor restrooms is eight in women’s restroom and three in men’s restroom.
- Toilet seat lids have been installed in musician locker room restrooms.
- Hand sanitizer will be readily available throughout the backstage area.
- If you have not already, please contact Kris Arkis to schedule a time to gather your personal belongings from your lockers. You do not need to empty your locker completely, but please take any items you may wish to use throughout the fall. Lockers will be unavailable for use after you’ve gathered your belongings.

- Mailboxes will not be available. Please do not have mail / packages sent to Orchestra Hall.
- Each musician will be assigned an unpacking location at a table with his/her name on it. A map of long-term assignments will be sent out to all musicians prior to October rehearsals. Musicians playing the September 12<sup>th</sup> concert will receive temporary assignments.
- The Musicians' Lounge and Rehearsal Room will only be used as unpacking areas. Please do not enter these areas unless you are assigned to an unpacking table there.
- Backstage dressing rooms, instrument trunks, lockers, practice rooms, and vending machine area are not available at this time.
- Instrument trunks have been removed from the backstage area.
- Individual bass lockers and cello lockers will be available for use but may not be shared or exchanged.
- Percussionists will be responsible for sanitizing any shared instruments / mallets before storing or before use by another musician.
- The stage crew will indicate appropriate chair/stand locations for all rehearsals and performances according to physical distancing rules. These physical distancing rules must be followed for rehearsals and performances to proceed.
- For reference, cleaning protocols for spaces throughout the Hall are outlined in the full MOA Preparedness Plan.

### **Rehearsals:**

- **Always wear your mask in the building.** If you must remove your mask to play your instrument, please immediately put it back on for any period of extended rest, or before speaking or leaving the stage.
- Enter and exit the stage for rehearsal from the side nearest your assigned unpacking area.
- You will be assigned a chair and stand which will be yours for the duration of that week's program.
- It is your responsibility to remove and safely dispose of any personal items used during rehearsal, including condensation collection pads that will be provided for winds and brass.
- You may bring water in a closed container onstage, but please do not bring any other food or beverage with you into rehearsal or warm up areas.
- Please do not linger following rehearsal.

### **Performances:**

- Please remember you must come to performances in concert dress; the locker rooms will not be available.
- Concert dress code is listed below.
- Please limit the number of personal belongings you bring into the building. Remember musician lockers will not be available at this time.
- For the September 12<sup>th</sup> concert, the program will include a percussion quartet, a brass quartet and a string ensemble of 23 players.

## Training & Communication

### Training

All employees returning in Phase III will be required to review and acknowledge the following newly established protocols:

- Read Preparedness Plan for Phase III
- Review all safety posters

Staff responsible for cleaning and sanitation of either facility may also be required to review additional training videos and/or materials relevant to these specific job functions.

### Communication

This newest version of the Preparedness Plan (Phase III) will be communicated with all staff and musicians on September 18, 2020. In addition to this plan, all musicians who are returning to rehearsals and concerts received a detailed memorandum that outlines new protocols and procedures specific to their work prior to their return (beginning September 8, 2020).

## Executive Certification

This Preparedness Plan was communicated via email, posted digitally on the MOA intranet site, and is available in hard copy form to all staff and musicians September 18, 2020 and necessary training began June 24, 2020 and continues with each phase as limited staff and musicians returned to Orchestra Hall and the International Center administrative office.

Additional communication and training will be ongoing and provided, as necessary.

Managers will collaborate with the Emergency Operations Team to monitor and review the effectiveness of the Preparedness Plan. It will be updated, as necessary.

This Phase III Preparedness Plan has been certified by Michelle Miller Burns, President and CEO and was posted throughout the workplace on September 18, 2020.

Certified by:



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Michelle Miller Burns  
President and CEO

## Appendix

*Note: Some weblinks may be modified after the publishing of this document. If you encounter an error, go to the homepage of the website and search for the content you are looking for.*

### Helpful Information and Links

Minnesota Department of Health: [Posters and Signs for COVID-19 Response](#)

### Community Readiness

#### Federal

- [Centers for Disease Control \(CDC\)](#)

#### State of Minnesota

- [Minnesota Department of Health: COVID-19 Home page](#)
- [Stay Safe MN: Seated Entertainment and Meetings](#)
- [Stay Safe MN: Music Activities and Performances](#)
- [Face Covering Requirements \(Executive Order 20-81\)](#)

#### City of Minneapolis

- [COVID-19 Health & Safety Information](#)

#### General COVID-19 Information

- [Occupational Safety and Health Administration \(OSHA\)](#)
- [Minnesota Department of Labor and Industry](#)

#### Handwashing

- [Centers for Disease Control and Prevention: Handwashing](#)
- [What You Need to Know About Handwashing \(YouTube Video\)](#)

#### Respiratory etiquette: Cover your cough or sneeze

- [CDC – How to Protect Yourself & Others](#)
- [State of Minnesota – Protect Yourself & Others: COVID-19](#)
- [CDC – Coughing and Sneezing](#)

#### Housekeeping

- [CDC – Cleaning and Disinfecting Your Facility](#)
- [CDC – Cleaning and Disinfecting Your Home](#)
- [Disinfectants for Use Against SARS-CoV-2 \(COVID-19\)](#)

#### Staff and musicians exhibiting signs and symptoms of COVID-19

- [CDC - What to Do If You Are Sick](#)
- [MDH – About COVID-19](#)

#### Training

- [CDC - Prepare your Small Business and Employees for the Effects of COVID-19](#)
- [OSHA – Guidance on Preparing Workplaces for COVID-19](#)

## International Center - COVID-19 Guidelines

Phase I

Released June 24, 2020

### Building Access and Common Spaces

1. **Physical Distancing/Elevators:** Please let your employees know the building will observe the CDC physical distancing guidelines of 6 feet in all common areas, including elevators. To meet these guidelines, our building elevators can safely accommodate 2 people, standing on opposite sides of the cab. Keep in mind, this may cause delays and backups in queuing areas. Please plan accordingly for these delays and consider those around you.

**Stair Access:** Our Fire Life Safety system requires stairwell doors to remain locked. All tenants can exit your space/floor using the stairwells. All the building stairwells are designed to safely exit the building in the event of an emergency, however, not all the stairwells exit on the skyway or 1<sup>st</sup> floors. Below is a breakdown of the available stairwells, if you have any questions about this please let me know.

2. **Building Entries:** The building entries and skyways will be opened and adjusted for the following hours. We will make any adjustments to this schedule as we feel are required. As before, all tenants still have access to the building 24/7 with their building access card.
  - A. Skyways: Monday-Friday 6am-6pm
  - B. Main Entries: Monday-Friday 7am-5pm
3. **Fitness Center:** Our fitness center will remain closed until further notice.
4. **Conference Rooms:** The conference rooms will remain closed until further notice.
5. **Work Orders:** When building staff visit your premises for maintenance requests, they may be wearing items such as masks, gloves, face shields, etc. and they will also be practice social distancing. We will do our best to complete the requested task quickly and effectively and will follow up with emails or phone calls when complete.
6. **Building Dock/Freight Usage:** We ask that you also help manage the flow of vendors/contractors we have at the building at any one time. I have attached our Authorized Activity Report (AAR) that we ask you fill out for any vendor/contractor activity in your space that requires building support. This includes security allowing access to your space and access for the freight and dock. If we do not have your contractor scheduled, they may be turned away from the building in the event we have to many people trying to utilize the dock/freights.
7. **Management Office:** Our management office and security desk will observe physical distancing guidelines as well. We ask that you call or email our staff if possible and when you do need to visit, please observe the 6-foot decals we have placed on the floor.
8. **Preventative Measures:** Please continue to practice the preventive measures as recommended by the CDC (outlined below).
  - Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
  - Avoid touching your eyes, nose, and mouth with unwashed hands.
  - Avoid close contact with people who are sick.

- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

The following links provide additional information regarding COVID-19:

- World Health Organization (WHO): <https://www.who.int/>
- Centers for Disease Control: <https://www.cdc.gov/>

## Cleaning Protocols and Schedules

**Preparing to Return to Work:** We have taken this time while most of your offices have been closed to do a deep cleaning of the public spaces in the building as well as your individual suites. This deep cleaning consists of disinfecting with cleaning products and tools and equipment that have been recommended to combat COVID-19. Harvard has utilized Virex II 256, Virex Plus, and Oxivir wipes, all of which are approved by the EPA for surface transmission use for SARS-CoV-2 virus. They also meet the new safety and wellness standards developed by the WELL Building Standards.

High-Touch Point Cleaning areas of the building were identified, and cleaning occurs daily. These areas include:

### Public Spaces:

- Elevators call buttons, public stairs and escalator handrails, door push plates, handles, or knobs, hallway light switches and water fountains.
- Amenity area (i.e. fitness facility, locker rooms, or meeting space) doors, door handles, counters, showers, locker handles, dispensers, and other hard floor surfaces.
- Restroom cleaning of all doorknobs, toilets, urinals, toilet flushers, toilet paper dispensers, toilet partitions, faucets, soap dispensers, counter tops, and walls.

### Tenant Spaces:

- Kitchens, pantries, breakroom tables, counter and table-tops, faucets, and appliance handles.
- Waiting areas, corridor and hallway light switches, tables, hard surface chair arms, and water fountains.

**The Future of Cleaning:** As we move back into a day-to-day operation, we know that cleaning expectations and needs will evolve. We will continue to use the recommendations set forth by the CDC and WHO as well as to follow best practices in the industry. Our current plan for cleaning for this first stage of reentry is set below. We will continue to update tenants if we have any changes to this plan.

- Continue the use of the above disinfecting cleaning products in the public spaces throughout the building. Due to the extra time this disinfect cleaning takes, if you would like this extra cleaning to continue inside of your space after your space reopens, we request that you work directly with Matt Osterhout with Harvard Maintenance so that we can ensure that each tenant's requirements are being met.
- Continue the increased focus on the high-touch points areas in the public areas of the building.



- We are also dedicated to keep extra attention on high-touch point areas while tenants are in the building.
- As we reopen building amenities (conference rooms and fitness center), we will implement updated cleaning practices for these spaces. We will wait to understand when and what is required for these areas to reopen.

**We also need your assistance to help keep our cleaners and building staff safe.** We ask that you please report any confirmed COVID-19 case of anyone who has been to your space. We will ensure that all proper privacy procedures are followed as well and to ensure the building is safely and correctly cleaned for the situation.