

# THEATRE SAFETY GUIDE



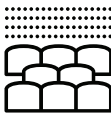
## Employee Screening

Mandatory survey screening will be required by staff prior to the start of their shift. Employees considered unfit to work will be instructed to immediately return home and contact authorities.



## Employee Training

All employees will receive training on pandemic prevention practices in order to protect themselves and all other building users. This includes customer service while social distancing, proper sanitization techniques, guest interaction etiquette and emergency response protocol.



## Sid Buckwold Theatre Seating Configuration

Auditorium seating structure will be designed and sold with enforced social distancing requirements. Rows and sections will be restricted from public purchase, and larger groups will only be sold with box office assistance. Only seating pods will be available for purchase throughout the auditorium to allow for six feet of space between groups. Additionally, rows will be reserved to allow for unobstructed entrance and exit from the middle seats.



## Masks

TCU Place staff are required to wear face masks. We are asking guests to bring their own masks to wear in the building at all times unless they are eating or drinking.



## Ticket Purchasing

Digital tickets will be strongly encouraged. TCU Place will expand the functionality of our digital ticket offerings. To emphasize the advantages of digital tickets in combatting the spread of COVID-19, we will offer improved discounts on paperless transactions.



## Queues

Physical line controls will be implemented wherever possible. Crowd control cordons at entrances, exits, box office, concessions, bars, and restrooms and equipped with place markers.



## Ticket Scanning

Contact-free ticket scanning will be present at all theatre entrance points.



## Programs

There will be no physical programs available to patrons. Digital programs will be distributed through email.



## Facility Cleanliness & Hand Sanitizer Stations

TCU Place has implemented an enhanced cleaning protocol with increased cleaning and sanitizing schedules to ensure the safety of our facility. Touchless hand sanitizer stations will be placed throughout the facility.



## Navigation/Signage

One-way aisles and entry/exit points will be clearly marked to help manage traffic. Visible directional signage will assist in crowd direction.



## Restrooms

If possible, please use the washroom before visiting the facility. On-site restrooms use touchless fixtures to help minimize contact with physical surfaces. Occupied rooms will be cleaned once every 60 minutes.



## Contactless Payments Preferred

Contactless point of sale transactions will be strongly encouraged throughout the building; cash will be discouraged. Please note that the Lobby ATM will not be available.



## Coat Check

Coat checks are not recommended at this time according to the Saskatchewan Government Re-Opening Plan. TCU Place will not provide this service until government restrictions are lifted.



## Merchandise

Merchandise will be segregated from public for viewing prior to purchase. Handling of toys or collectibles and trying on clothing will not be permitted. Returns or exchanges will not be allowed. Cash transactions will be strongly discouraged.



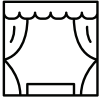
## Controlled Egress

Systematic, controlled egress will be directed by event staff following the conclusion of a performance. Staff will be in place to carefully instruct attendees the proper avenues for exiting the facility without jeopardizing the distancing guidelines.



## Pre/Post-Event Sanitization

Additional staff will be employed for each event to facilitate the rapid cleaning of the lobby and pre-event space once guests are seated. Following an event, staff equipped with appropriate PPE, will sanitize all facilities. All common touch points will be sanitized.



### Performing Arts

Performing arts groups are subject to the gathering restrictions in the current public health order. An orchestra, band, dance troupe, etc. that exceeds the gathering limit must be divided into smaller groupings. Choirs are not permitted to hold public performances at this time. Participating individuals must self-monitor for illness and stay home when sick.

Physical distancing must be maintained between performing individuals in alignment with the Re-Opening Saskatchewan Plan. The conductor should maintain a minimum distance of four meters from performers. Visual cues for distancing, directional flow of movement through areas and barriers are recommended in common areas.

Instruments, drumsticks, music stands, microphones and other items must not be shared between participants unless cleaned and disinfected between uses. Items that cannot be disinfected (e.g. sheet music) must not be shared.

## EVENT WALKTHROUGH



< 6FT/2M >

PLEASE PRACTICE  
SOCIAL DISTANCING

