



## "We Always Swing"® JAZZ SERIES

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### Operations Plan – Covid Protocols

#### Objective:

To present four concerts at Murry's on September 20, October 11, November 15, and December 6 with an audience of 36 patrons and staff of 12.

#### Summary:

Our Internal Reopening Procedures outlines a collective effort to reopen during the global COVID-19 pandemic as safely as possible.

There is no guarantee of an illness-free event even with following the below procedures. It is indisputable, however, the planning, training, and implementing reasonable health and safety measures is the best way to protect our staff and patrons, as well as the overall viability of our events.

The procedure document breaks out our planning efforts into four areas: Sanitation, Staff, Customer/Security, Bar and Artist/Production. *Below is a list of items that apply to all of these areas:*

**We are committed to the health of all our staff and guests and will focus on creating an environment that is safe and enjoyable for everyone.**

- All local government mandates for reduced capacity will be followed.
- All staff members will be temperature checked upon arrival and be required to wear a face mask.
- Team members & guests will be instructed to stay home if they do not feel well. Anyone exhibiting symptoms, while at a venue, should remove themselves from the crowd and notify staff.
- Continuing the proper practice of handwashing, use of PPE, and cleaning of shared gear/surfaces as needed to keep everyone safe and sanitized.
- Appropriate signage will be displayed at entry, front and back of house area to encourage proper hygiene practices.
- Detailed messaging on new protocols and expectations to be deployed prior to opening via email and social media channels.
- Minimize contact to minimize risk of transmission.

#### Sanitation Plan:

- Scheduled sanitization to include disinfecting all surfaces, railings, handles, and equipment:
  - 1 hour prior to staff arrival
  - 2 step process – cleaning then disinfecting
  - Following CDC/OSHA guidelines
- 1 Sanitizing station at entrance and one near the restrooms.

- Optimize number of hands-free sinks, toilets, soap dispensers, towel dispensers; where applicable.
- Equipment sanitized between staff use

### **Staff Protocols:**

- Temperature Checks – Required for every shift
- Masks - Required for all employees
- Gloves – Required for all employees
- No touching, hugging, handshakes, etc
- Full staff training on advanced cleaning, sanitation, and safety protocols
- Serve safe training required for all concessionaires, or equivalent training.
- Require staff to stay home if not feeling well
- Encourage all staff to self-check temperature and wellness before leaving home

### **Customer/Security Protocols:**

- Use of plastic cups only to glassware surface contact
- Spacing of tables to ensure at least six feet of distance between them.
- Extensive marketing effort with The Jazz Series weekly E-Note and social media to communicate venue protocols and rules, and encourage social distancing
- Use a list at the door instead of physical tickets to limit contact and proximity. This list will also serve as a way of keeping track of who was in attendance in case contact tracing is needed. We will confirm the contact information when they arrive to the venue. We also maintain a list of phone numbers of staff that worked the event.

### **Bar Protocols:**

- Utilized touchless payment options, as much as possible
- Remove straw, napkin, garnish caddies from public use, to limit touching
- Cover & sanitize POS, liquor bottles, and draft systems after each event
- One bartender per POS station, where applicable
- Work with vendors to set specific drop/pick up times and location
- Separation of bar lines to encourage distancing, where possible

### **Artist & Production Protocols:**

- Sanitizing station for musicians
- Microphones and relevant sound equipment disinfected after each use
- All production teams and stagehands required to wear gloves and a mask

### **Final Summary:**

While we remain anxious to return to business, please know that you can count on us to continue to be community focused and always operate in the best interest of public health and safety. We take our role as leaders of our community very seriously and with a great deal of pride. We know very well what the expectation is of both our city officials and our patrons, and we are confident in our ability to satisfy both. I am personally available at all hours to discuss any of this before, during, or after this difficult time.

Thank you in advance for your consideration.