

COVID-19 Safety for Volunteers at Davies Symphony Hall

General Patron Information for May 2021, June 2021 and July 2021 Concerts

- Attendance is limited to 50% of DSH capacity which is 1371 seats. See [seating chart](#) from the Box Office.
- Patrons and volunteers should be seated in their assigned seats to maintain social distancing.
- Doors open for patrons at 6:00 PM. The Symphony Store is closed. Coat check is also closed.
- No food or water is available. The Tuning Fork Café, all bars and all drinking fountains are closed.
- There should not be any eating or drinking in the seating areas. Masks are required at all times.
- After entry, patrons should proceed directly to their seats. They should not gather in the lobby areas.
- Staff ushers and volunteer ushers will wear gloves while handling walkers for patrons.
- Elevators should be reserved for those needing mobility assistance and limited to 4 patrons at a time.
- There are no printed programs and no pre-concert or after-concert talks.
- Patrons and volunteers may use cell phones to view the concert's program: [sfsymphony.org/yourconcert](https://www.sfsymphony.org/yourconcert).
- Performances begin at 7:00 PM and run about 75 minutes until around 8:15 PM without intermissions.
- After performances, patrons should exit row-by-row as directed by ushers to maintain social distancing.
- Patrons in the Orchestra will exit the bottom front doors and proceed through emergency exits to the street.

Before You Arrive to Volunteer the First Time Since COVID-19

- Read the Symphony's COVID-19 patron safety procedures: <https://www.sfsymphony.org/Home/Safety>
- Read the instructions for Staff and Volunteer Ushers: [SFS Ushers Welcome Back 2021-04-28.pdf](#)
- Take advantage of training and information resources from the "Welcome Back" document: [\(next page\)](#)
- Read the instructions for DSH Safe Site Check-in: [SFS Safe Site Check-in Instructions.pdf](#)
- If you are fully vaccinated, make a copy of your CDC COVID-19 vaccination card.

Weekly Symphony-Provided COVID-19 testing (if not fully vaccinated)

- Email Jeff at jcoyne@sfsymphony.org by Friday at 1:00 PM to participate in this testing.
- Look for an email with instructions to register at the COVID-19 test provider www.color.com/covid/activate.
- Arrive at the Box Office lobby of DSH for sample collection on Monday from 10:00AM to 12:00 Noon.

Documentation Required for Entry to DSH (Two Options)

- Copy of CDC COVID-19 vaccination card with final dose two weeks or more before performance; or...
- Proof of negative PCR-based COVID-19 test, processed 72 hours or less prior to time of performance.

Please Arrive at DSH Symphony Store Entrance Between 4:30 PM and 5:15 PM

- Check-in on your cell phone: <https://app.safesitecheckin.com/#/tenants/sfsymphony.org/sites/201/checkin>
- Show your green "Entry Granted" screen to the usher at the door. Your temperature will be checked.
- Your coats, bags and other items should be stored in the Ushers' Office. Minimize the items you bring.
- Wear a Symphony-provided KN95 mask inside Davies Symphony Hall.

Volunteer Assignments to Orchestra, Loge, First Tier or Second Tier at 5:20 PM

- Wait for assignments in the Orchestra Right lobby. No standing in lines for assignment.
- Any eating or drinking while waiting should be in a separate area such as the Orchestra Left lobby.

House Manager's Orientation In the Orchestra Right Lobby at 5:25 PM

Seating Area Head Usher's Orientation; Doors Open at 6:00 PM

Check-out on your cell phone when you exit Davies Symphony Hall

COVID-19 Training and Information Resources

From Page 3 of the SFS Ushers Welcome Back Document:

1. Online 10 to 15 minute course about COVID-19 with audio and some video:
<https://content.relias.com/resources/aboutcovid19/index.html>
2. CDC's Web Page — Returning to Work:
<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/returning-to-work.html>
3. Three minute YouTube video from the World Health Organization about non-medical masks:
<https://youtu.be/ciUniZGD4tY>
4. CDC's Web Page — Facemask Do's and Don'ts:
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/hcp/fs-facemask-dos-donts.pdf>
5. San Francisco Department of Public Health Order No. C19-07v:
<https://www.sfdph.org/dph/alerts/files/C19-07-Shelter-in-Place-Health-Order.pdf>