



Ushers & Volunteers Welcome Back 2020/21 Season  
4/28/2021

## **Welcome Back**

The San Francisco Symphony's first and foremost priority is to create a safe environment for our patrons, musicians, staff, ushers, and volunteers to partake in performance activities in Davies Symphony Hall (DSH) during the time of COVID-19. In partnership with the War Memorial Performing Arts Center, the SFS Operations staff has spent many months researching and implementing the highest standards of protocols and sanitization so you can be confident that DSH is ready for your return. In addition, there is a Health and Safety Task Force advising the SFS, consisting of representatives of the orchestra, staff, crew, chorus, and Bay Area medical and infectious disease experts, with ties to CPMC, UCSF, and other medical institutions.

For everyone's health and safety as we return to work, we rely on open and honest communication regarding COVID-19 exposure outside the workplace, including symptoms. All such information will be protected by HIPAA regulations, and there will be no retaliation or discrimination as a result. We also encourage anyone returning to Davies to report unsafe behavior, including violation of the social distancing and face covering protocols outlined in this document.

## **Preparing**

All spaces in DSH are equipped with MERV-13 filters in all HVAC units, the [ASHRAE](#) recommended grade for efficiently capturing airborne viruses. All air handling units are operating with 100% outside air, resulting in ventilation for Davies and Zellerbach being at least 3.4 times greater than ASHRAE 62.1 requirements. The programmed pre-occupancy and post-occupancy building flushes are sufficient to provide at least three air changes prior to occupants entering the facility the following day. The War Memorial Performing Arts Center is responsible for the monthly maintenance of the HVAC units to ensure they are functioning at the highest capacity.

Even with the San Francisco City Shelter-in-Place order implemented on March 16, 2020, DSH has remained open as part of an essential City building. This means that engineering and janitorial staff have continued the regular cleaning and maintenance of the building. In addition to regular cleaning, both the City-managed (serviced by Real Estate Department) and SFS-managed (serviced by FlagShip Janitorial) spaces are receiving additional sanitization of high-touch points (door handles, elevator buttons, faucet handles, etc.) on a daily basis.

Regarding COVID-19 testing, the SFS has worked closely with medical professionals in the Health and Safety Task Force to identify the best practices for implementing COVID-19 testing protocols for live performances. The testing cadence varies depending on the rehearsal and performance schedule, as well as the work schedule for each constituency. Testing procedures will be addressed later in this document.



For all live performances, the House Manager is appointed as the COVID-19 compliance officer and will be designated to monitor and enforce all safety protocols, and their directions must be followed at all times. Failure to comply with these protocols will result in dismissal from the service/activity. Any concerns about failures to follow safety protocols should be directed to the COVID-19 officer.

### **What to Expect**

All ushers and volunteers **MUST** wear a mask or other face covering at all times while on the premises. The mask must cover nose and mouth completely, fits snugly against the sides of your face, and with ear or head loops. Gaiters and bandanas are not acceptable. The SFS can provide KN95, single-use masks, or other PPE (gloves, etc.) as needed. Please contact Jeff Coyne ([jcoyne@sfsymphony.org](mailto:jcoyne@sfsymphony.org)) prior to arriving at DSH if a mask or other PPE is needed.

All ushers and volunteers must enter through Store entrance. Upon arrival, they will be required to complete a contactless self-certifying health screening through Safe Site Check-in and a touchless temperature screening with the House Manager. All information gathered from these contactless systems are kept confidential through Human Resources. Further instructions for checking in and out will be addressed later in this document.

If an usher or volunteer is considered or lives with someone considered at higher risk for severe illness due to COVID-19, including older adults or persons with certain underlying medical conditions, please contact your personal doctor for guidance before returning to work.

Anyone experiencing symptoms of COVID-19 prior to arriving at the worksite should not report to work. Instead, they should stay home and contact Jeff Coyne and HR. They should continue to monitor their symptoms and seek medical attention as described by [the City of San Francisco](#).

In the event that an usher or volunteer develops symptoms for COVID-19 while at DSH, steps for the immediate removal of the symptomatic individual from the workplace or the placing of the individual in a designated Isolation Area (former HR offices near the Van Ness Lobby) while waiting for transfer must take place. They should monitor their symptoms and seek medical attention as described by [the City of San Francisco](#). An usher or volunteer can return to work when:

- All respiratory symptoms (fever, cough, and shortness of breath) have improved;  
AND
- At least ten (10) days have passed since the symptoms began and they are improving and three (3) days normal temperature without antipyretics (drugs used to prevent fever.)

An usher or volunteer may return to work earlier if a doctor confirms the cause of the fever or other symptoms to be unrelated to COVID-19 and subsequently provides a written Return to Work order to the individual.

## Temporary Procedures

### Training

Prior to returning to DSH, training for ushers and volunteers shall include:

- Online course about COVID-19 ([Relias About COVID-19](#))
- CDC Guidelines to reduce the spread of COVID-19:
  - o Maintaining a healthy work environment ([CDC](#))
  - o Personal hygiene (Hand Washing, Cough & Sneeze) ([CDC](#))
  - o Proper use of Cloth Face Covers ([WHO video](#))
  - o Self-Certifying Health Screening at home, including temperature and/or symptom checks, staying home when sick, and when to seek emergency medical attention ([SFDPH](#))
  - o Use of Personal Protective Equipment ([CDC](#))
- Additional documents from the City of San Francisco about COVID-19 and protocols:
  - o Public Health Order No. C19-07v – Appendix C-1: Additional Businesses Permitted to Operate, (27) ([SFDPH](#))
  - o Attachment A-1: Personnel Screening Form ([SFDPH](#))
  - o COVID-19 Facts ([SFDPH](#))
- Symphony/Human Resources Policies related to illness, travel, and return to work requirements; HR Participation or included materials
- Review of temporary procedures from SFS Seated Live Performances with In-Person Audiences at Davies Symphony Hall reopening plan

### Testing and Vaccination Protocols

In alignment with the testing/vaccination guidelines for patrons set by the [SFDPH Health Order No. C19-07v – Appendix C-1](#) for seated live performances with in-person audiences, each employee or volunteer working will be required to have either proof of a negative test or a full vaccination, as defined by:

Negative COVID-19 Test - negative result from a PCR test taken not more than 72 hours before the concert.

Full COVID-19 Vaccination - completion of the two-dose regimen of the Pfizer or Moderna vaccines or one dose of Johnson & Johnson vaccine administered two weeks or more in advance of the concert.

If an employee is not fully vaccinated or does not want to share their vaccination status with HR, then they will be required to participate in the testing protocol. The SFS will offer free COVID-19 testing through our testing partner, [Color](#), on Mondays between 10a-noon at DSH prior to a Thursday/Friday concert set. If an individual is unable to participate in the SFS-provided testing,



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they must arrange their own PCR testing and share the results with Andrew Dubowski ([adubowski@sfsymphony.org](mailto:adubowski@sfsymphony.org)) prior to arriving for work. The SFS will not be reimbursing any costs for testing externally.

The Symphony is contracted with Color Genomics, Inc. to provide self-administered PCR tests with turnaround times of 24-48 hours. All personnel who test will need to set up an account through Color prior to their first test. Information for setting up accounts will be sent prior to testing. Each person who tests will receive an email/text when results are ready for viewing. Results can be viewed by logging in to their Color account. Results are also monitored by select individuals of the Operations and HR administration team. If someone tests positive, they will be contacted by a representative of our HR team with further instructions, and Color automatically shares the HIPPA-compliant information with the appropriate City and State departments.

### Checking-in/out

All ushers and volunteers must sign in through Safe Site Check-in prior to entering DSH. To do so, follow these instructions:

- Access Safe Site Check-in one of three ways:

Option 1: Open the camera app on a smart phone and point it at the QR code by the Store entrance and click on the website link that appears in the center. Follow the prompts to check in.

Option 2: Download the Safe Site Check-in app for [Androids](#) or for [iPhones](#). Open the app, select "Scan QR Code" and point it at the QR code by the Store entrance. Follow the prompts to check in.

Option 3: Open the website through this direct link: <https://app.safesitecheckin.com/#/tenants/sfsymphony.org/sites/201/checkin>. Follow the prompts to check in. *Helpful tip* : Bookmark this page to access with ease in the future AND to save time by answering the questions before entering DSH.

- If you answer "NO" to all questions, you will receive a green entry granted screen to show the House Manager. If you answer "YES" to any of the questions, you will receive a red entry denied screen with instructions to leave the building immediately.
- Complete a touchless temperature check with the House Manager.

All ushers and volunteers must sign out through Safe Site Check-in when ready to exit DSH. To do so, follow these instructions:

- Access Safe Site Check-in one of three ways:

Option 1: Open the same web browser you used to complete the check-in questions. Tap the "X" at the top right corner of the screen. Tap "Tap here to Check Out" and then "Confirm."



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Option 2: Open the Safe Site Check-in app and select "View my visit history." Tap "Tap here to Check Out" and then "Confirm."

Option 3: Open the camera app on a smart phone and point it at the Exit QR code by the Store exit and click on the website link that appears in the center. Tap "Tap here to Check Out" and then "Confirm."

- Exit the building after checking out.

Further instructions for using Safe Site Check-in, please see the PDF with instructions. Please contact Emma Logan ([elogan@sfsymphony.org](mailto:elogan@sfsymphony.org)) for assistance.

### Social Distancing

Everyone is required to practice social distancing by maintaining a minimum of six-foot distance between others at all times.

### Hand Hygiene

All ushers and volunteers should maintain personal hand hygiene by regularly washing hands with soap and water for at least 20 seconds or using hand sanitizers that are effective against COVID-19 and available throughout DSH.

### Room/Elevator Occupancy & Traffic Flow

All rooms and elevators throughout DSH have a reduced occupancy level and are marked with signage by each entrance to the space. The Ushers Office will have a maximum of 6 people occupancy level.

The Grove Street Lobby elevators (#5 & #6) have a strict 4-person maximum occupancy, with signage and floor indicators present. The Van Ness Lobby elevator (#3) is temporarily out of order due to modernizing upgrades. Using the stairs may be a faster option for those who are able. When using the stairs, follow the floor signage and stay to the right. Maintain six-foot distance from others to maintain social distancing.

### Water/Coffee Stations

Water coolers, fountains, and coffee stations will be temporarily disabled or removed. Single-serve containers of water will be provided, and no reusable containers are to be filled at water coolers, fountains, or sinks. Sharing of food or beverage is strictly prohibited and if observed, the individual may be sent home for the day.

### Capacity Levels

On April 21, 2021, the SFS submitted our reopening plan to the SFDPH for approval. Please see the additional document "San Francisco Symphony Seated Live Performances with In-Person Audiences at Davies Symphony Hall" for the entire plan. Until the plan is approved, we will be



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operating all live performances with a reduced capacity level of 15% capacity, up to 200 audience members in the Orchestra Level of the auditorium only. Once the plan is approved, we may increase our capacity safely to 35% capacity, up to 960 audience members throughout multiple levels of the auditorium.

### **Conclusion**

By following these guidelines, we can all help to provide a much safer and cleaner workplace for the entire SFS family, including musicians, staff, ushers, and volunteers. The administration team thanks you for your cooperation in adapting to these new procedures so that the SFS can continue to enrich, serve, and shape the cultural life throughout the spectrum of Bay Area communities.

This document and others that address reopening the workplace during the time of COVID-19, including the SFS Health & Safety Plan and the SFS Seated Live Performances with In-Person Audiences, are meant to be living documents that can be updated. The SFS administrative team, with assistance from the SFS Health & Safety Task Force, are constantly monitoring evolving information and guidance provided at the city, state, and federal level to ensure we are implementing best practices for the entire SFS family.

For any questions about this document or other health and safety concerns, please contact Andrew Dubowski ([adubowski@sfsymphony.org](mailto:adubowski@sfsymphony.org)) for assistance.