



**Cotuit Center for the Arts  
2020 Reopening Procedures  
COVID-19 Response Plan  
6/11/2020**

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**Cotuit Center for the Arts would like to thank our friends at Heritage Museums and Gardens. This document is adapted for CCftA from the draft Reopening Plan written by the Heritage Museums & Gardens Re-opening Task Force for its own operations.**

## **OVERVIEW**

This document contains information regarding Cotuit Center for the Arts' (CCFTA) operations during the first phase (Phase 1) of the Commonwealth's reopening, beginning on May 25, 2020. It also includes procedures anticipated to take effect once the Governor's plans for reopening non-essential businesses in the Commonwealth extend to Phases 2, 3, and 4. All procedures were developed by the Leadership team, a cross-functional team including President of the Board, Executive Director, Associate Director for Administration, Director of Education, Member and Donor Relations Manager, Box Office Supervisor, Black Box Theater Producer, and Front of House/Bar Manager. This team met twice weekly to craft this plan in accordance with available regulatory information and industry best practice.

Public health and the health of CCFTA staff is our top priority. The procedures contained in this plan were developed to prioritize health and safety while preserving our core values of providing a supportive environment for staff and a welcoming, enriching, and enjoyable visitor experience. CCFTA is committed to strict compliance with all federal, state, and local laws and guidelines. We will flexibly update our procedures as additional official guidance becomes available, or in response to assessment of our practice as warranted. Changes to this plan will be communicated to staff by their supervisors. Any closures, changes in government restrictions on operations, or other important notifications will be communicated by the Executive Director to all staff directly.

## **CONFIDENTIALITY NOTICE**

This document is confidential and contains proprietary information and intellectual property of Cotuit Center for the Arts. Neither this document nor any of the information contained herein may be reproduced or disclosed under any circumstances without the express written permission of Cotuit Center for the Arts. Please be aware that disclosure, copying, distribution, or use of this document and the information contained therein is strictly prohibited.

## **GENERAL HEALTH AND SAFETY PROCEDURES**

**Face coverings must be worn** – All staff and visitors are required to wear a facemask or other cloth face covering that completely covers the nose and mouth everywhere on property where social distancing is not possible, per state regulations. Exceptions include children under the age of two and those unable to wear a face covering due to a medical condition or disability.

Employees will utilize their own cloth face covering and must wear name tags when in the public to identify them as employees.

**Practicing social distancing** – everyone on the property is asked to maintain at least six feet between themselves, or their group, and others. When social distancing is not possible, masks or face coverings must be worn. Visitors from the same household are not required to social distance from each other.

**Increased cleaning and sanitizing** – Regular cleaning and sanitization of all high-touch areas, such as workstations, door knobs/handles, handrails, equipment, kitchen equipment and counters, and restrooms is required, and disinfection of all common surfaces must take place at appropriate intervals.

**Hand sanitizing** – Staff and visitors are encouraged to wash their hands frequently, following CDC recommendations. Signage is posted in all restrooms. Hand sanitizing stations will be located around the property: at the entrances to all buildings, at the Box Office, in the restrooms, and in the Main Theater.

#### **Staff health self-screening and procedure in case of illness**

CCFTA requires employees to take their temperature at a consistent time every morning prior to coming to work. Employees with a temperature over 99.4 or who are experiencing illness symptoms such as a cough, shortness of breath, sore throat, chills, muscle pain, headache, a new loss of taste or smell, vomiting, or diarrhea should not report to work.

If an employee is at work and begins to feel ill, they should leave without further contact with others, letting their supervisor know they are leaving before the end of the work day. The supervisor should immediately report their leaving to the Executive Director. CCFTA has the right to send home an employee who is exhibiting COVID-19 symptoms without the employee self-reporting an illness.

CCFTA will then, as a general practice, take all appropriate steps to inform other employees of potential exposure without disclosing the identity of the affected employee. Those notified employees should also be sent home to quarantine.

If the ill employee tests positive for COVID-19, she/he/they will be encouraged to disclose to the Executive Director so that she/he/they can institute cleaning/disinfecting and contact tracing. When an active employee is diagnosed with COVID-19, deep cleaning and disinfecting will be performed in accordance with current guidance. Those who have been exposed to the employee

within the prior 48 hours leading up to the first signs of symptoms will be notified and asked to self-quarantine for 14 days. If those employees exhibit symptoms, the quarantine period ends when the ill employees do not exhibit symptoms and are fever free for three full days without the use of medications.

Any employee who is or becomes aware that she/he/they have been exposed to anyone known or suspected to have COVID-19 is encouraged to make the organization aware. This reporting should be to the Executive Director. The identity of the employee is to be kept confidential. Employees that may have been in contact with the exposed employee shall be made aware that they may have been exposed and asked to quarantine.

In accordance with the Equal Employment Opportunity Commission, it is the right of the employer to ask employees if they have been exposed to anyone diagnosed with COVID-19 within the last 14 days. Those who have been exposed can be asked about the details regarding their exposure and asked not to report to work if deemed necessary.<sup>1</sup> Employers may not retaliate against workers for raising concerns about COVID related safety and health conditions. Additional information can be accessed at [www.OSHA.gov](http://www.OSHA.gov).

Exposure in all instances is defined per the CDC as having been within six feet for more than ten minutes.

Employees at home due to COVID-19 are eligible to take part in paid leave for employees as part of the Families First Coronavirus Response Act benefits provided and should notify the Executive Director. If an employee contracted COVID-19 at Cotuit Center for the Arts, she/he/they are eligible for workman's compensation.

The Executive Director may make the decision at any time to suspend operations in response to concerns related to the health or safety of staff and visitors.

## **CLEANING INFORMATION**

Cotuit Center for the Arts follows federal guidelines (CDC and EPA) when determining which specific products shall be used and how. CCFTA uses products that meet the EPA's criteria for use against SARS-CoV-2 and that are appropriate for the surface. Products being used are CDC approved agents in killing of the Human Coronavirus: Bleach, Spray Nine Cleaner/disinfectant, Hydrogen Peroxide, Ether Alcohol 60-80%, Ammonia, Non-acid Bathroom Cleaner (NABC). Staff will be trained on proper cleaning procedures to ensure safe and correct application of disinfectants. Protective equipment will be provided for when cleaning chemicals are used.

<sup>1</sup><https://www.sidley.com/en/insights/newsupdates/2020/03/covid-19-us-employment-law-update-and-guidance-for-employers>

## **RETURN TO WORK AND RISK LEVELS**

It is ultimately the responsibility of the organization to provide an assumingly safe working environment free from “imminent danger.” Section 13(a) of the Occupational Safety and Health Act (OSHA) defines “imminent danger” as, “any conditions or practices in any place of employment, which are such that a danger exists which, can reasonably be expected to cause death or serious physical harm immediately or before the imminence of such danger can be eliminated through enforcement procedures.”

## **STAFF PROCEDURES**

Staff will return to work as necessary in a hybrid plan of on-site and remote work, with a focus on social distancing. Staff with the ability to perform their duties remotely will be encouraged to do so. Staff schedules have been coordinated to minimize physical contact with coworkers. Staff will continue to hold virtual meetings via Zoom.

### **Procedures**

- Hand sanitizer, disinfectant wipes/spray, and other necessary cleaning products will be provided in each building.
- The staff areas will be cleaned once a day at the end of the work day by staff once all return to the normal work day in the office. The staff areas will be cleaned once a week by our professional cleaning service. Staff are encouraged to clean their own space as often as deemed necessary.
- Commonly touched surfaces should be cleaned after use by staff in all buildings.

### **Common Spaces**

- Face coverings should be worn when others are in the space.
- Staff should use common sense and respect each other’s space. Ask before entering another’s office or work area. Judge whether there is space to pass in the hallway with your co-workers’ comfort in mind.
- Staff should use their own pens, pencils, pads of paper, etc. and not touch common area supplies. If a supply from a common area must be used, staff will wipe down the objects before returning to communal holders.
- Staff should socially distance and wear face coverings when in a conference room space.
- Bathrooms: Whenever possible, staff should use separate bathrooms to reduce shared spaces. The bathrooms will be cleaned by a professional cleaning service once per day

after the public has used them, but individuals should spot clean as necessary. Staff should avoid using common lotions or other cosmetics.

### **Communication Plan**

When staff need to deviate from their schedule, they should send an email or text before 9am to the team members affected stating their change in plans.

Use of the Google calendar to schedule outside vendors, contractors, and meetings with people outside the organization should be done at least two days in advance so that other team members have a chance to organize their schedules appropriately. If advance notice is not possible, a text, email, or Slack message to affected staff should be sent.

### **Volunteer Procedures**

Current volunteers will be welcome to return to CCFTA beginning in Phase 2 of the Governor's reopening plan. They will follow procedures as outlined in the section above, which will be communicated by the Front of House Manager.

## **REOPENING: PROGRAMMING, GALLERY, AND EDUCATION**

While the following procedures were thoughtfully developed to provide a way to reopen as safely as possible, risks to visitors and employees cannot be fully mitigated. Visitors who choose to come during this time should be aware of the potential risks. By entering any building or outdoor space on campus, you assume the risk of potential infection.

### **General Phase 1 Requirements: Effective May 25, 2020**

CCFTA will remain closed to the public during Phase 1.

Requirements listed for Phases 2 - 4 are outlined below based on current knowledge and expectations. These requirements will be updated once the Commonwealth of Massachusetts provides further guidance regarding specific requirements for each Phase.

### **General Phase 2 Requirements: Effective June 8, 2020**

Operations will be limited to the Gallery, Department of Education, Box Office, and outdoor grounds. All other buildings, other than restrooms, will be closed to the public. The Gallery, Department of Education, and Box Office will be allowed to open/operate with appropriate

measures for traffic flow, capacity caps, and sanitization in place. See attached map for one-way flow.

Patrons/students/volunteers will be encouraged to wear face coverings and practice social distancing from the time they exit their vehicles.

Gallery and Main Theater doors will be kept locked. Staff/volunteer will discourage walk-in business. If necessary, the Box Office Manager will go onto the patio to talk to a walk-in and conduct a sale/refund.

- **Gallery**

- CCFTA has determined that, in this phase, no more than 10 visitors will be admitted at one time to the Gallery to create social distancing.
- Admission to the Gallery will require online registration.
- Each Gallery group will be 10 or fewer. If the group is fewer than 10, it will be closed to allow each group privacy of viewing.
- Each Gallery group will start on the hour and will last 45 minutes. The next group will start 15 minutes after that to give staff/volunteers time to spot clean.
- Volunteer/staff member will check off patrons upon arrival using a door list.
- Overall capacity will be monitored by a staff member/volunteer at the entrance to ensure capacity compliance.
- On days when the Gallery is closed to the general public, up to four volunteers may gather for the purpose of making masks to be given to any patrons who need or want one. The volunteers should follow social distancing guidelines.

- **Education**

- All classes will be online or outdoors.
- Admission to outdoor classes will require pre-registration and capped at 9 students per class outdoors.
- All instructors must self-screen at home, including temperature or system checks. Any instructor not feeling well must stay home.
- Instructors will check off students upon arrival using a class roster provided by the Director of Education.
- Facial coverings are required, and instructors and participants must always comply with all social distancing requirements and remain 6 feet apart.
- Programs will be conducted without shared equipment, tools or materials.



- Activities will be limited to gatherings of no more than 10, including instructor or leader.
- Larger areas may be used by more than one group of 10 at one time, provided that adequate social distance and group separation can be maintained.
- To ensure group separation, groups will be spaced at least 20 feet apart at all times.
- Instructors will be familiar with all protocols and procedures to maintain a safe activity, e.g., monitoring physical distancing, not allowing participants without facial coverings, disinfecting tables before and after use in accordance with CDC guidelines.
- Temporary signage will be posted to inform participants of public health guidelines and standards of behavior during programs.

### **General Phase 3 Requirements: Effective June 29, 2020**

The resumption of limited capacity programs will return onsite. Operations will be limited to the Gallery, some indoor classes and private time in the Ceramics Studio, outdoor grounds, and Main Theater. The Gallery and Box Office will be allowed to open/operate with appropriate measures for traffic flow, capacity caps, and sanitization in place. Overall capacity will be monitored by staff member/volunteer at all entrances/exits to ensure capacity compliance, and open buildings will have appropriate measures for traffic flow, capacity caps, and sanitization in place. See attached map for one-way flow.

- **Gallery**

- Each Gallery group will be 10 or fewer. If the group is fewer than 10, it will be closed to allow each group privacy of viewing.
- Each Gallery group will start on the hour and will last 45 minutes. The next group will start 15 minutes after that to give staff/volunteers time to spot clean.
- A staff member or volunteer will check pre-registered patrons upon arrival using a door list.
- Overall capacity will be monitored by a staff member/volunteer at the entrance to ensure capacity compliance.
- Gallery/Main Theater doors will be kept locked in order to discourage walk-in business. If necessary, the Box Office Manager will go onto the patio to address any walk-in patrons.
- Patrons will be encouraged to wear face coverings and practice social distancing from the time from the time they exit their vehicles.

- **Education**

- Classes will resume indoors at limited capacity.
- Admission to indoor classes will require pre-registration and capped at 8 students per class.
- Admission to outdoor classes will require pre-registration and capped at 20 students per class.
- Instructors will check off pre-registered students upon arrival using a class roster provided by the Director of Education.
- Facial coverings are required, and instructors and participants must always comply with all social distancing requirements and remain 6 feet apart.
- Programs will be conducted without shared equipment, tools or materials.
- Larger areas outdoors may be used by more than one group of 20 at one time, provided that adequate social distance and group separation can be maintained.
- To ensure group separation, outdoor groups will be spaced at least 20 feet apart at all times.
- Instructors will be familiar with all protocols and procedures to maintain a safe activity, e.g., monitoring physical distancing, not allowing participants without facial coverings, disinfecting tables before and after use in accordance with CDC guidelines.
- Temporary signage will be posted to inform participants of public health guidelines and standards of behavior during programs.

- **Main Theater**

- No more than 50 ticket holders will be admitted to the Main Theater for any single performance.
- Social distancing requirements within the theater space will be maintained.
- Admission to the Main Theater will require online registration.
- Volunteer/staff member will check off patrons upon arrival using a door list.
- Staff/volunteer will check in all ticket holders from a door list at the door.

- **Concessions**

- Concessions will operate inside the theater or outdoors. When outdoors, the bar will be placed on the patio in compliance with CCFTA's liquor license.
- Patrons will have access to paper menus with limited items and paper order forms to order concessions.
- Patrons will use a touchless payment system with Square.

- Patrons will pick up order from a 6' table that sits 12' from the bar. A staff member/volunteer will be stationed at the pick up table to facilitate ordering and picking up.
- Employees must wear masks and gloves and follow CCFTA's protocol and guidelines.
- Employees must wash hands often.
- Staff will place sanitizer at the bar and the pick-up table.

### **Outdoor Patio/Lawn Area in front of Art Studio**

Cotuit Center for the Arts will open the outdoor patio and lawn area between the main theater building and the Annex on Route 28 during Phase three of the Governor's reopening plan. This outdoor area is clearly marked and contained. The Center's current liquor license includes this area as appropriate for the sale and consumption of alcohol. Following strict social distancing guidelines, we would like to offer outdoor entertainment within this area only (please see the attached map). Entertainment in this area would be limited to small cast plays and acoustic solo musicians. As always, the Center will follow all outdoor noise and light restrictions. Audience members will be required to follow social distancing protocol and the maximum number of persons allowed in the space at one time will not exceed 50 persons. Signs will be posted in outdoor areas asking patrons to be aware of their surroundings on the outdoor patio and in the outdoor area in front of the Art Studio, maintaining at least six feet (two meters) between themselves and others. Patio furniture, chairs/tables for classes, other seating/tables will be placed 6' apart outdoors. Staff members and volunteers will be present during Phases 2 and 3 to monitor use of face coverings and social distancing.

- After the public leaves the premises, our professional cleaning company and staff members will clean outdoor seats and tables using a fogger.
- Guidelines will be posted at entrance points to the outdoor areas and on our website.
- All persons over the age of two must wear a face covering when they attend outdoor gatherings if the circumstances of the gathering could limit their ability to maintain at least six feet of distance from others, unless they are prevented from wearing a face covering by a medical or disabling condition.
- Visitors must practice social distancing by remaining 6 feet away from others and adhering to all site-specific rules, regulations, and posted signage regarding permitted uses.

- All activities shall be consistent with social distancing and group size guidelines. There may be more than one group of 10 at one time, provided that adequate social distance and group separation can be maintained.
- Restroom facilities containing hand washing and/or sanitizer stations will be made available to the public attending outdoor events. The restroom cleaning protocol for the Center's general re-opening plan will be posted and followed.

### **General Phase 4 Requirements: Effective after Vaccines and Treatment Available**

- All operations return to the new normal.
- New guidelines will be established based on recommendation by the Governor's office and the CDC.

## **ADMISSIONS**

### **Procedures**

- Advance online ticket sales will be required in order to meet the requirement to log every visitor who comes in contact with the site to enable contact tracing. All transactions will be as contact-free as possible. Visitors will be able to swipe cards with machines located outside the Box Office window. If a visitor needs to use cash or credit cards, they will be asked to fill out a form with their name, number, and email to comply with tracing log requirements.
- No patron may enter the Gallery, class, or Theater without checking at the door. A door list/class roster will have names of all pre-registrants.
- Refunds and rescheduling of tickets will not be handled at the ticket window. If visitors have ticketing issues, they will be directed to call the Box Office at 508-428-0669 for further assistance.
- Signage, staff, volunteers, and floor tape where appropriate will guide guests to entrances and exits.
- Only the Box Office Manager will be allowed inside the Box Office during the hours the building is open to the public. The Box Office door will remain locked and no entry will be allowed, including non-box office staff, volunteers, and guests.
- Box Office Managers, staff, and volunteers will remind visitors upon check-in that all visitors must wear masks without exception for the safety of all.
- Staff handling cash will have access to disposable gloves if they prefer to use them. If staff chooses to use gloves, they will follow appropriate usage. Gloves should be worn

once to handle cash and should be disposed of before touching any equipment, face, or other tools in order to prevent contamination.

- A plexiglass screen will be placed in front of the Box Office to protect staff and guests..
- Items purchased will be mailed or wrapped, bagged, and placed outside the Box Office for curbside pickup.

## **Capacity**

Admission capacity limits will be set in accordance with state guidelines. Limits on building capacity will be posted at the entrance and exit of the shop to inform visitors of that building's limits.

## **SIGNAGE**

- Welcome Entrance
- Liability Disclaimer
- Restroom Cleaning
- Reopening Capacity
- Cleaning Procedures
- Elevator Capacity
- Reminders
- Covid-19 Control Plan per mass.gov