

D E T R O I T

S Y M P H O N Y

O R C H E S T R A

Plan for Returning to Work
& Resuming Activities

NOTE: The DSO will continuously work to improve its policies to minimize the risk of infection to musicians, staff, and patrons. As such, the information contained herein is subject to change upon information from the State of Michigan, City of Detroit, Centers for Disease Control, and the World Health Organization.



Summer & Fall 2020 • As of November 20, 2020



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The following protocols are designed to protect the health and safety of our staff and musicians and all individuals with whom we interact. Please familiarize yourself with the requirements and respond accordingly. Failure to comply may result in disciplinary action up to and including termination.

A NOTE TO ALL READERS

The Detroit Symphony Orchestra is working to chart a safe path forward for our musicians, staff, and audience in the era of COVID-19. Workplace safety is paramount for our musicians and staff, and a safe environment at the Max M. and Marjorie S. Fisher Music Center is critical for the health and well-being of our audience. The recommendations below consider federal and CDC guidelines, State of Michigan guidelines, and county and city directives. They also consider scientific studies on workplace safety for musicians and the input of medical professionals.

It is imperative that we approach any resumption of activity with the utmost caution. Not only do the health and safety of our musicians, staff, and audiences continue to be at risk during this time, but any misstep brings substantial reputational and financial risk for the DSO. While we are not able to enforce certain behaviors outside of the workplace, we strongly encourage all employees of the DSO, as well as all employees working in the Max M. and Marjorie S. Fisher Music Center, to engage in mask wearing when feasible and social distancing at all times. Any individual risks place the health of colleagues and the whole organization in jeopardy.

We have laid out five areas below: Musician and Backstage Protocols, which outlines protocols for musicians and backstage staff directly involved in concert production; Event Staff and Volunteer Protocols, which outlines protocols for staff working concerts and events; Audience Protocols, which outlines front of house protocols; Visitor and Guest Protocols, which outlines protocols visitors must take upon entering The Max; and Staff and Office Protocols, which outlines protocols for staff members who do not have direct involvement in concert production and do not have a work reason to be backstage.

Careful decision-making is necessary because even well-intentioned safety measures have potentially significant unintended consequences. Consider, for example, risks as seemingly unrelated as coronavirus and severe weather. If a “take refuge” order is required against a weather hazard such as lightning, social distancing may not be possible in existing areas of refuge. Alternate assembly areas and more egress portals will be needed to mobilize a mass evacuation. If additional shelter areas are not available or egress capacity prevents social distancing during a weather evacuation, then we will have to reevaluate our decision triggers. We will consider proactively postponing or cancelling when we cannot effectively activate emergency plans without exposing workers and patrons to greater risk of transmission. The new normal gets complicated in a hurry.

As much as we are all eager to get back to work and performing, the decision when and how to reopen must be driven by a realistic assessment of our ability to resume operations safely.

GETTING THE MAX READY

To ensure you return to a healthy and safe work environment, following best practice recommendations from the Centers for Disease Control, Occupational Safety and Health Act and World Health Organization, we've taken the following measures to get our facility ready:

- Cleaned and disinfected all workstations free of clutter.
- Cleaned and disinfected all common areas - including break rooms, conference rooms, restrooms and more.
- Defined cleaning protocols with a daily checklist for completion.
- Established hand sanitizer stations.
- Touchless paper towel dispensers and faucets.
- Implemented social distancing actions.
- Ensured Merv-13 filters in place for HVAC system.
- Performed air flow tests inside of Orchestra Hall.
- Sanitized Pincus, Backstage, Musician's Locker Rooms, 2nd and 3rd floor Offices and Dressing Rooms.
- Developed readiness content in the form of a COVID-19 playbook.

PATRON EDUCATION PROTOCOLS

What We Explain

- Patrons acceptance of risk by attending events
- Social distancing guidelines
- Required wearing of face coverings
- Health and safety precautions and procedures
- Ingress and egress procedures

Where We Message

In a word, everywhere. These are the ways we will reach patrons before they arrive at our facilities:

- On a dedicated page found on DSO.org, patrons will find prominently displayed rules and expectations.
- When purchasing tickets, we will link to health and safety rules.
- Online ticket purchases will require patrons to check a box affirming that they have read and agree to comply with posted rules, and they accept a level of risk by attending the event.
- On our social media channels.
- Emails reminding patrons of health rules and expectations.
- Physical signage inside the parking deck, along Parsons and Woodward, and inside The Max and Sosnick courtyard.
- Security staff and volunteers walking along the line at ingress or among patrons waiting for service will encourage compliance.

How We Message

- Photos and videos showing patrons having a good time even while following health rules, such as people wearing stylish face coverings over their nose and mouth.
- Storyboards showing how The Max is sanitized so patrons understand the process.
- Voice of God announcements reminding patrons of our protocols.
- Musicians and guest artists can use their authority with attendees to remind them that only their full compliance allows the show to go on.

MUSICIAN & BACKSTAGE PROTOCOLS FOR ORCHESTRA HALL

COVID-19 Testing Policy

The DSO will provide COVID-19 tests for all musicians each week two days prior to the first service. Musicians must arrive at Orchestra Hall during their assigned time in the testing window. Results will be shared with musicians before their scheduled hall arrival time for the first service.

Guest conductors and guest artists will be required to be tested for COVID-19 two days prior to their first rehearsal with the orchestra.

Anyone that has recently traveled by train or airplane and/or believes they have been exposed to COVID-19 should report that to the Personnel Office and HR and will be required to participate in the next testing opportunity. Anyone who tests positive must follow the protocols for a confirmed COVID-19 case.

Getting Sick at Work

Symptoms of COVID-19 include (but are not limited to):

- fever; sore throat; a new uncontrolled cough that causes difficulty breathing; diarrhea; vomiting; abdominal pain; new onset of severe headache; and new loss of taste or smell.

If an employee starts to show COVID-19 symptoms while at work, it is important to get the affected person the attention they need and ensure the health and safety of others within the area.

- Ensure that the individual is wearing a mask and maintains a 6-foot distance from others.
- Inform the Personnel Office (musicians only) and HR immediately.
- If the individual is not in acute respiratory distress, they are urged to:
 - Go home and monitor their symptoms
 - Contact their personal healthcare provider for further direction/advice
- If the individual is unable to drive home, isolate the individual in Dressing Room A to enable them to make transportation arrangements.

- If the individual is in acute respiratory distress (shortness of breath, difficulty speaking, wheezing, gasping for air), call for ambulance transportation to hospital.
- Any individual who becomes ill must quarantine for at least 10 days from symptom onset for mild illness or at least 20 days from symptom onset for severe illness and until they have had no fever (without the use of medicine that reduces fevers) for 72 hours, and all symptoms including respiratory have improved.
- Human Resources to complete contact tracing, which includes speaking with the COVID-positive individual to identify all DSO employees with whom they have had close contact that day, and review with the Director of Safety and Security.
- “Close contact” is currently defined by the CDC as being within 6 feet of an infected person for a cumulative .15-minutes or longer within a 24-hour period. This definition may change over time to maintain alignment with current CDC guidelines.
- Include all areas where the individual had been –dressing room, restrooms, break room, and contact with other DSO employees offsite and in personal settings.
- Human Resources to talk to close contacts (employees) to verify possible exposure while maintaining confidentiality of medical information, including the identity of the infected employee, in compliance with HIPAA guidelines.
- Close contacts (employees) must stay home from work and monitor their symptoms for 14 days, and should follow public health guidelines regarding self-quarantine.
- If close contacts (employees) are / become symptomatic, Human Resources must be notified to identify the close contacts of the close contact provided they are employees.
- Notify maintenance team to complete disinfection following the protocol of the areas the employee was in (dressing room, break room, restrooms, etc.).
- Human Resources and Personnel will provide a general notification to staff and musicians who, although not in close contact with the COVID-positive individual, were present in the area of the building on the day of the suspected exposure .

NOTE: The Detroit Symphony Orchestra and all identified Close contacts are required to maintain strict confidentiality of employees’ medical information, including the identity of the affected individual. The COVID-positive individual may share their identity if they choose.

Confirmed COVID-19 Case

If musician, or member of their household, is diagnosed with COVID-19 or has been in contact with someone that has been diagnosed with COVID-19, the musician should follow directions from their physician or healthcare provider and should report their status immediately to the Director of Orchestra Personnel, who shall then report to Human Resources. The musician should not return to work until they or the member of the household, have had no fever (without the use of medicine that reduces fevers) for 72-hours, all symptoms including respiratory have improved, and at least 10 days have passed since symptom onset for mild illness or at least 20 days have passed since symptom onset for severe illness. Anyone with an asymptomatic case must quarantine for a minimum of 10 days. Standard testing protocols for musicians, crew, and staff working in the backstage area apply.

- Human Resources to complete contact tracing, which includes speaking with the COVID-positive individual to identify all DSO employees with whom they have had close contact from 48 hours prior to developing symptoms or prior to the positive test result in asymptomatic cases until present date, and review with the Director of Safety and Security.
- “Close contact” is currently defined by the CDC as being within 6 feet of an infected person for a cumulative 15-minutes or longer within a 24-hour period. This definition may change over time to maintain alignment with current CDC guidelines.
- Include all areas where the individual had been – dressing room, restrooms, break room, and contact with other DSO employees offsite and in personal settings.
- Human Resources to talk to close contacts (employees) to verify possible exposure while maintaining confidentiality

- of medical information, including the identity of the infected employee in compliance with HIPAA guidelines.
- Close contacts (employees) must stay home from work and monitor their symptoms for 14 days, and should follow public health guidelines regarding self-quarantine.
- If close contacts (employees) are / become symptomatic, Human Resources must identify and notify the close contacts of the close contact provided they are employed by the DSO.
- Notify maintenance team to complete disinfection following the protocol of the areas the employee was in (dressing room, break room, restrooms, etc.).
- Human Resources and Personnel will provide a general notification to staff and musicians who, although not in close contact with the COVID-positive individual, were present in the area of the building on the day of the suspected exposure.
- If a musician becomes ill and tests positive within their scheduled in-person work week, or if a woodwind or brass player is identified as a close contact after reporting for services, the DSO will cancel the remainder of services within the week and notify all employees with a possible exposure with instructions.

Daily Health Screening and Temperature Check

Each individual that will enter The Max is required to complete a daily health assessment prior to leaving for work. You will be asked screening questions that will determine your risk for COVID-19.

Every day at 7:00 am EST, an email and/or a text message will be sent with a link to the self-assessment. The self-assessment must be completed before entering the building for your workday. A personal computer or cell phone can be used to complete the assessment. Upon getting the link, you will get a series of questions to help identify symptoms that might be caused by the virus and to make decisions about when to seek appropriate medical care.

Once the self-assessment has been completed, a confirmation email and/or text message will be sent that contains a QR Code. A printed or electronic QR Code is required for entry.

If you have a fever, or are experiencing any COVID-19 symptoms, you should not come to work and must notify the Director of Orchestra Personnel or Human Resources. You should stay home, monitor your symptoms, contact your personal healthcare provider for further direction/advice, and follow local medical leave procedures, as needed.

Temperature checks will be conducted upon arrival at The Max. Present your QR Code to the device to have your temperature taken. Anyone with a temperature above 100.3 degrees will not be permitted to enter the hall. They should also contact their physician/healthcare provider for further guidance. The individual may return to Orchestra Hall sooner than 14 days if a doctor confirms the cause of the person's fever or other symptoms to be unrelated to COVID-19 and provides a written note OR if they provide negative COVID-19 test results.

Face Masks

Face masks are required to be worn by everyone, at all times. This measure of protection will remain in effect until such time as the COVID-19 virus is no longer a critical risk. Face coverings must be worn properly across the face, covering the nose and mouth, and looped behind the ears. Masks (both fabric and surgical) are acceptable if they have at least two layers and adhere to the face as closely as possible. Gaiters and masks with valves are not permitted. Please contact Human Resources if you are concerned about your ability to wear the required personal protective equipment for medical or other reasons.

1. What does/does not a face mask do for you?
 - Reduces risk that asymptomatic wearer will give the virus to someone else.
 - Does not protect your eyes.
2. Who needs to wear a face mask?
 - Face masks must be worn by ALL staff, musicians, visitors, contractors, and vendors.
3. Where are face masks required?
 - Face masks must be worn from the time the employee exits their vehicle until returning to their vehicle .
 - Face masks will be provided upon entry if you do not have one and must be worn at all times, in all locations.
4. Are there any exceptions to wearing a mask?
 - While eating or drinking.
 - Wind and vocal soloists will be required to wear their masks until they are in performance position.
 - Presenters giving a speech for broadcast or to an audience, at least 6 feet away, will be required to wear their masks until they are in their speaking position

Backstage Procedures and Scheduling Policies for Orchestra Services

- All rehearsals will be a maximum of 90 minutes without breaks; all concerts will be a maximum of 75 minutes without intermission.
- Musicians are encouraged to eat lunch before arriving at the hall.

NOTE: It is strongly recommended that musicians do not eat between double rehearsals at the Hall

- One week in advance of all services the Operations Staff and Stage Crew will prepare a scale stage plot and a backstage unpacking plan to maintain social distancing.
 - Unpacking areas will be marked off with tape and labeled with the names of the individual musicians.
 - There will be a minimum of 6' of distance between strings and percussion, and a minimum of 10' of distance between woodwinds and brass.
 - We have built additional plexiglass shields for the 20-21 season.
- A minimum of 3 days prior to the first service the musicians involved in the in-person services will receive the following from the Personnel Office:
 - COVID-19 testing arrival time
 - Arrival time for services
 - Unpacking map
 - Stage plots and seating
- Musicians and staff must wear masks from the time they exit their vehicles before each service until they return to their vehicles upon the conclusion of the services
 - Woodwind and brass players may remove their masks while seated in their seat on stage to play their instruments.
 - They must wear masks while speaking or moving from their designated seat.
- Before entering the building, to allow for hand sanitization and hand washing, musicians must remove disposable gloves, as applicable, and discard them in the trash can outside the Stage Door.
- Upon arrival at the Stage Door at their scheduled times musicians will scan their completed daily self-assessment and have their temperature taken.
- Once cleared for entry into the building the musician may only go straight to their designated unpacking area, then immediately to the stage.
- Musicians are encouraged to use the restrooms at home before arriving at Orchestra Hall, however, backstage, Pincus, and Atrium restrooms will be available to musicians while at the Hall.
- Musicians must bring their own water and ear plugs, as needed.

- Woodwind and brass players must bring a white towel to absorb condensation. This towel will only be handled by the musician and will be taken home and washed at the conclusion of each day. The DSO will have moisture absorption pads on hand in case additional supplies are needed
- All chairs, stands, pegs, trays, shields, etc. will be sanitized by the Stage Crew before and after each service.
- All musicians and staff are required to vacate the backstage area immediately upon completion of services.
- If a musician is required for a double rehearsal and in the time between dress rehearsals and concerts the Cube will be open and socially distant spaces will be marked off. Pincus and basement dressing room restrooms will be open for musician use. If weather permits, musicians are strongly encouraged to take their break in the outdoor spaces including Sosnick Courtyard.
- All other common areas including practice rooms will be off limits.
- Musicians must arrive in concert dress.
- Musicians who do not live in the same household must maintain social distancing (minimum of 6 feet of distance) from the time they exit their car until they return to it after work.
- Any musician who is not comfortable performing must notify the Personnel Office a minimum of four weeks in advance. Musicians who are not comfortable performing will be assigned alternative work.

Library Procedures

- Librarians will always wear masks (e.g. at the copier, going to reshelving or pull parts, work at the counter, at their desk). Work days in the Library may be rotated.
- All Library surfaces will be wiped down, common surfaces cleaned after use (copy machine, binder, tables, etc.). Use of the copiers and common supplies by players is suspended. Only Library personnel will be allowed in the Library and allowed to operate equipment.
- Musicians will be responsible for their

own music and will take supplied folders on and off stage for services. Each musician will receive a black folder in Week 1, labeled with their name, to be used for the foreseeable future during these pandemic times. For each Week (not program), the Library will place music in a manila envelope labeled by part in the cabinets backstage. Each musician will take the manila envelope for their assignment and use the black folder during rehearsals/concerts and return the music in the manila envelope at the end of the week in a designated music bin located backstage. Librarians will collect the bins after 2 days.

- String players will play from photocopied bowings.
- The Library will provide PDF copies/scans of music on request for anyone who prefers to play from a personal device (iPad Pro or similar). Please e-mail the Library at least ten days in advance with this request.
- Conductors will carry their own scores to and from the podium before, during, and after concerts.
- Scores for webcasts will be placed in a designated area outside the library in advance. Alternatively, electronic scans will be provided at the request of the Webcast Director.

Guest Artist Procedures

- All guest artists will be required to take a COVID-19 test upon arrival in Detroit and the daily self-assessment each day they are called for a service.
- Guest artist arrival and departure times will be coordinated with the Operations Department to stagger it with the musician arrival and departure windows.
- Guest artists are subject to the same mask requirements as musicians except for wind and vocal soloists.
 - Wind and vocal soloists will be required to wear their masks until they are in performance position when they may be removed
 - Soloists must always face the audience and will not sing or play toward the orchestra.
 - Additional space between the orchestra and soloists will be provided in weeks when a wind or vocal soloist is performing.
- There will not be any signings or meet and greets until social distancing requirements are relaxed.
- There will not be any choirs scheduled to perform with the DSO until social distancing requirements are relaxed.

Instrument Specific Procedures

Keyboard Sanitization:

- Prior to handling piano, stagehands and technicians must wash/sanitize hands.
- Before and after each tuning the technician will sanitize the piano keys with hydrogen peroxide mist and a cotton towel. No other substances may be used to clean the piano without prior approval of the piano technician. No liquids will be sprayed directly onto the piano keys or any other surface of the piano.

Percussion Sanitization:

- Prior to handling percussion, stagehands must wash and sanitize hands.
- Once percussion is positioned on the stage, instruments will only be handled by musicians unless assistance is requested. Hands must be washed/sanitized prior to touching percussion instruments each time.
- The hardware on percussion where it is normally handled/transported may be wiped down with rubbing alcohol on a cotton pad. No cleaning substances may be used on other parts of the percussion instruments without the approval of the section.
- There will be hand sanitizer and Lysol wipes available in the backstage percussion room for the section's use. Percussionists must inform the Operations staff when supplies are running low.

Harp Procedures:

- Harps and harp dollies will only be handled by harpist to prevent exposure.
- Chemical cleaning products may not be used on any part of the harp.
- There will be hand sanitizer and Lysol wipes available in the backstage harp room for the section's use. Harpist must inform the Operations staff when supplies are running low.

Ongoing Considerations

- Backstage personnel will be limited to only those essential for carrying out required tasks.
- All employees must maintain social distancing of a minimum of six feet per CDC guidelines at all times. The backstage hallway will be marked off at 6' intervals to assist with social distancing.
- All personnel will be required to regularly wash hands for 20 seconds with soap and water and/or sanitize hands using CDC-recommended hand-sanitizer. Sanitizer will be provided throughout the building.

PROTOCOLS FOR STUDENTS & EDUCATION STAFF ENTERING ORCHESTRA HALL

Before Leaving Home

Prior to coming to the Max M. and Marjorie S. Fisher Music Center for a performance, students and families will be strongly encouraged to go through the CDC signs and symptoms (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>). These signs and symptoms will be sent in the rehearsal reminder email, will be on the website, and will be included in other communication. All students and families should take their temperature at home immediately prior to leaving for The Max. If they have a fever, or are suffering from any of the symptoms, they should not come to The Max. All symptomatic individuals will be excused of their absence and should notify CYE staff immediately. All families, students and Education staff will sign an agreement to adhere to the above guidelines, agree to wear a mask for the duration of their visit and rehearsal, and acceptance of some level of risk they are taking by attending in person.

NOTE: Anyone that has recently traveled by airplane and/or believes they have been exposed to COVID-19 should report that to CYE Staff and should remain home until further notice.

Getting Sick during Civic Youth Ensembles Rehearsal

Symptoms of COVID-19 include (but are not limited to):

- fever; sore throat; a new uncontrolled cough that causes difficulty breathing; diarrhea; vomiting; abdominal pain; new onset of severe headache; and new loss of taste or smell.
- If a student or family starts to show COVID-19 symptoms during their visit to CYE, it is important to get the affected person the attention they need and ensure the health and safety of others within the area.
- Ensure that the individual is wearing a mask and maintains a 6-foot distance from others.

- Inform the Education Staff and HR immediately
- If the individual is not in acute respiratory distress, they are advised to:
 - Go home and monitor their symptoms
 - Contact their personal healthcare provider for further direction/advice
- If the individual is unable to drive or be taken home, isolate the individual in Dressing Room A to enable them to make transportation arrangements.
- If the individual is in acute respiratory distress (shortness of breath, difficulty speaking, wheezing, gasping for air), call for ambulance transportation to hospital.
- Any individual who becomes ill must quarantine for at least 10 days from symptom onset for mild illness or at least 20 days from symptom onset for severe illness and until they have had no fever (without the use of medicine that reduces fevers) for 72 hours, and all symptoms including respiratory have improved.
- Human Resources and Education Staff to complete contact tracing, which includes speaking with the COVID-positive individual to identify all CYE students, students and staff with whom they have had close contact that day, and review with the Director of Safety and Security.
- "Close contact" is currently defined by the CDC as being within 6 feet of an infected person for a cumulative 15-minutes or longer within a 24-hour period. This definition may change over time to maintain alignment with current CDC guidelines.
- Include all areas where the individual had been –dressing room, restrooms, break room, and contact with other CYE families offsite and in personal settings.
- Human Resources and Education Staff to talk to close contacts to verify possible exposure while maintaining confidentiality of medical information, including the identity of the infected student, in compliance with HIPAA guidelines.

- Close contacts (CYE patrons) must not return to CYE programs and stay home to monitor their symptoms for 14 days, and should follow public health guidelines regarding self-quarantine.
- If close contacts are / become symptomatic, Human Resources must be notified to identify the close contacts of the close contact provided they are CYE families.
- Notify maintenance team to complete disinfection following the protocol of the areas the infected individual was in (dressing room, break room, restrooms, etc.).
- Human Resources and Education Staff COVID-positive individual, were present in the building/area on the day of the suspected exposure.

NOTE: The Detroit Symphony Orchestra and all identified Close contacts are required to maintain strict confidentiality of CYE patrons' medical information, including the identity of the affected individual. The COVID-positive individual may share their identity if they choose.

Confirmed COVID-19 Case

If an individual, or member of their household is diagnosed with COVID-19 or has been in contact with someone that has been diagnosed with COVID-19, the employee should follow directions from their physician or healthcare provider and should report their status immediately to CYE staff and Human Resources. The individual should not attend CYE programs until they or the member of their household, have had no fever (without the use of medicine that reduces fevers) for 72 hours, all symptoms including respiratory have improved, and at least 10 days have passed since symptom onset for mild illness or at least 20 days have passed since symptom onset for severe illness. Anyone with an asymptomatic case must quarantine for a minimum of 10 days.

- Human Resources to complete contact tracing, which includes speaking with the COVID-positive individual to identify all CYE families with whom they have had close contact from 48 hours prior to developing symptoms or prior to the positive test result until present date, and review with the Director of Safety and Security.
- "Close contact" is currently defined by the CDC as being within 6 feet of an infected person for a cumulative 15-minutes or longer within a 24-hour period. This definition may change over time to maintain alignment with current CDC guidelines.
- Include all areas where the individual had been – dressing room, restrooms, break room, and contact with other DSO employees offsite and in personal settings.
- Human Resources to talk to close contacts (CYE families) to verify possible exposure while maintaining confidentiality of medical information, including the identity of the infected employee in compliance with HIPAA guidelines.
- Close contacts (CYE families) must not return to CYE programs and stay home to monitor their symptoms for 14 days, and should follow public health guidelines regarding self-quarantine.
- If close contacts (CYE families) are / become symptomatic, Human Resources must identify and notify the close contacts of the close contact provided CYE families.
- Notify maintenance team to complete disinfection following the protocol of the areas the individual was in (dressing room, break room, restrooms, etc.).
- Human Resources and Education Staff will provide a general notification to CYE families who, although not in close contact with the COVID-positive individual, were present in the building/area on the day of the suspected exposure.

Daily Health Screening and Temperature Check

Each individual that will enter The Max is required to complete a daily health assessment prior to leaving for work. You will be asked screening questions that will determine your risk for COVID-19. Every day at 7:00 am EST, an email and/or a text message will be sent with a link to the self-assessment. The self-assessment must be completed before entering the building for your workday. A personal computer or cell phone can be used to complete the assessment. Upon getting the link, you will get a series of questions to help identify symptoms that might be caused by the virus and to make decisions about when to seek appropriate medical care.

Once the self-assessment has been completed, a confirmation

email and/or text message will be sent that contains a QR Code. A printed or electronic QR Code is required for entry.

If you have a fever, or are experiencing any COVID-19 symptoms, you should not come to work and must notify the Director of Orchestra Personnel or Human Resources. You should stay home, monitor your symptoms, contact your personal healthcare provider for further direction/ advice, and follow local medical leave procedures, as needed.

Temperature checks will be conducted upon arrival at The Max. Present your QR Code to the device to have your temperature taken. Anyone with a temperature above 100.3 degrees will not be permitted to enter the hall. They should also contact their physician/healthcare provider for further guidance. The individual may return to Orchestra Hall sooner than 14 days if a doctor confirms the cause of the person's fever or other symptoms to be unrelated to COVID-19 and provides a written note OR if they provide negative COVID-19 test results.

Face Masks

Face masks are required to be worn by everyone, at all times. This measure of protection will remain in effect until such time as the COVID-19 virus is no longer a critical risk. Face coverings must be worn properly across the face, covering the nose and mouth, and looped behind the ears. Masks (both fabric and surgical) are acceptable if they have at least two layers and adhere to the face as closely as possible. Gaiters and masks with valves are not permitted. Please contact Human Resources if you are concerned about your ability to wear the required personal protective equipment for medical or other reasons.

1. What does/does not a face mask do for you?
 - Reduces risk that asymptomatic wearer will give the virus to someone else .
 - Does not protect your eyes .
2. Who needs to wear a face mask?
 - Face masks must be worn by ALL staff, musicians, visitors, contractors, and vendors.
3. Where are face masks required?
 - Face masks must be worn from the time the employee exits their vehicle until returning to their vehicle.
 - Face masks will be provided upon entry if

you do not have one and must be worn at all times, in all locations.

4. Are there any exceptions to wearing a mask?
 - While eating or drinking.
 - Wind and vocal soloists will be required to wear their masks until they are in performance position.
 - Presenters giving a speech for broadcast or to an audience, at least 6 feet away, will be required to wear their masks until they are in their speaking position.

Rehearsal Policies

- All rehearsals will be a maximum of 90 minutes without breaks; all concerts will be a maximum of 75 minutes without intermission .
- All rehearsals are to take place on the designated CYE days (Saturdays and second day TBD).
- It is strongly recommended that students and families do not eat during CYE.
- One week in advance of all rehearsals, the CYE Operations Coordinator and Stage Crew will prepare a scale stage plot of all rehearsal spaces including recommended plexiglass locations and proper instrument unpacking plan to maintain social distancing.
- Unpacking areas will be marked off with tape and labeled with the names of each ensemble.
- There will be a minimum of 6' of distance between all students and faculty and best efforts to maintain 10-12' of distance between woodwinds and brass and plexiglass shields will be used.
- Students will receive
 - Arrival time
 - Unpacking map
 - Stage plots and seating
 - Staff contacts for the week
- Students, families, and staff must wear masks from the time they exit their vehicle until they return to their vehicles upon the conclusion of rehearsals.
- Woodwind and brass players may remove their masks while seated to play their instruments
- Everyone must wear masks while speaking or moving from their designated seat.
- Upon arrival, all students and families must enter through the Pincus Lobby at their schedule times and must show security or staff their completed daily self-assessment and have their temperature taken.
- Once cleared for entry into the building, the student must proceed to their designated unpacking area, then immediately to their rehearsal seat.
- Students and families are encouraged to use the restrooms at home before arriving at the Max however, designated restrooms will be available to students and families while at the Hall.

- Students must bring their own water.
- Woodwind and brass players must bring a dark colored towel to absorb condensation. The towel will only be handled by the musician and should be taken home and washed after rehearsal concludes. The DSO will have absorbent pads on hand in case additional supplies are needed.
- All chairs, stands, pegs, trays, shields, etc. will be sanitized by the Stage Crew before and after each rehearsal.
- At the conclusion of rehearsal students and families will be released by a CYE staff in a staggered fashion to pack up their instruments in their designated packing area. Everyone will be required to vacate the building immediately after rehearsal.
- The Atrium lobby will be the designated area for all parents to wait during rehearsals. Parents will not be allowed in the rehearsal spaces to reduce room capacity limitations.
- All other common areas and practice rooms will be off limits.
- For performances, musicians must arrive in concert dress.
- Students who do not live in the same household must maintain social distancing (minimum of 6 feet of distance) from the time they exit their car until they return to it after rehearsal.

CYE Library Procedures

- Students will be responsible for their own music and should be handled only by the student.
- In a case where music is needed, CYE Librarian will have extra music/parts in a designated bin in each rehearsal room. You must sanitize your hands before and after the music is taken and the music may be taken home and not be returned to the bin.
- The CYE Library will provide PDF copies scans of music on request for anyone who prefers to use a device.
- Conductors will carry their own scores to and from the podium before, during, and after concerts.

Instrument Specific Procedures

Keyboard Sanitization:

- Prior to handling piano stagehands and technicians must wash/sanitize hands.
- Before and after each tuning the technician will sanitize the piano keys with hydrogen peroxide mist and a cotton towel. No other substances may be used to clean the piano without prior approval of the piano technician. No liquids will be sprayed directly onto the piano keys or any other surface of the piano.

Percussion Sanitization:

- Prior to handling percussion stagehands must wash and sanitize hands.
- Once percussion is positioned on the stage, instruments will only be handled by musicians unless assistance is requested. Hands must be washed/sanitized prior to touching percussion instruments each time.
- The hardware on percussion where it is normally handled/transported may be wiped down with rubbing alcohol on a cotton pad. No cleaning substances may be used on other parts of the percussion instruments without the approval of the section.
- There will be hand sanitizer and Lysol wipes available in the backstage percussion room for the section's use. Percussionists must inform the Operations staff when supplies are running low.

Harp Procedures:

- Prior to handling harps or harp dollies stagehands must wash and sanitize hands.
- Chemical cleaning products may not be used on any part of the harp.
- There will be hand sanitizer and Lysol wipes available in the backstage harp room for the section's use. Harpist must inform the Operations staff when supplies are running low.

Ongoing Considerations

- Staff will be limited to only those essential for carrying out required tasks.
- All employees must maintain social distancing of a minimum of six feet per CDC guidelines at all times. The backstage hallway will be marked off at 6' intervals to assist with social distancing.
- All staff will be required to regularly wash hands for 20 seconds with soap and water and/or sanitize hands using CDC-recommended hand-sanitizer. Sanitizer will be provided throughout the building.

PROTOCOLS FOR EVENT STAFF AND VOLUNTEERS

Because COVID-19 is a highly contagious virus with insufficient testing and no vaccine, workers and volunteers must diligently address the health risks of working in the close confines of many event spaces.

Daily Health Screening and Temperature Check

Each individual that will enter The Max is required to complete a daily health assessment prior to leaving for work. You will be asked screening questions that will determine your risk for COVID-19. Every day at 7:00 am EST, an email and/or a text message will be sent with a link to the self-assessment. The self-assessment must be completed before entering the building for your workday. A personal computer or cell phone can be used to complete the assessment. Upon getting the link, you will get a series of questions to help identify symptoms that might be caused by the virus and to make decisions about when to seek appropriate medical care.

Once the self-assessment has been completed, a confirmation email and/or text message will be sent that contains a QR Code. A printed or electronic QR Code is required for entry.

If you have a fever, or are experiencing any COVID-19 symptoms, you should not come to work and must notify Human Resources. You should stay home, monitor your symptoms, contact your personal healthcare provider for further direction/advice, and follow local medical leave procedures, as needed.

Temperature checks will be conducted upon arrival at The Max. Present your QR Code to the device to have your temperature taken. Anyone with a temperature above 100.3 degrees will not be permitted to enter the hall. They should also contact their physician/healthcare provider for further guidance. The individual may return to The Max sooner than 14 days if a doctor confirms the cause of the person's fever or other symptoms to be unrelated to COVID-19 and provides a written note OR if they provide negative COVID-19 test results.

Practices for Healthy Staff and Volunteers

Social Distancing

Staff and volunteers should leave at least six feet to the person closest to them. Where a task cannot be accomplished working alone, staff and volunteers can limit their exposure by forming a "work team" in which people routinely work together, but they keep their distance from everyone else.

Hand Washing

When a sink is available, staff and volunteers should wash their hands for twenty seconds at least every 60 minutes, and dry thoroughly with a disposable towel. As a backup, staff and volunteers may use sanitizer containing at least 60% ethanol or 70% isopropanol when a sink is not available. Staff and volunteers should also wash their hands at the beginning and end of each shift and break, after using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, smoking, eating, or drinking.

Gloves

Gloves made of vinyl or similar non-absorbent material that allows fine motor function without possibility of contaminating the wearer's hands should be worn when conducting health checks on patrons, tickets, or any items on which infection can be transmitted, and when using cleaning or disinfecting products.

Face Coverings

Physical respiratory protection such as a cloth face covering must be worn at all times because:

- COVID-19 is spread through respiratory droplets.
- a significant number of infected people will show no outward symptoms of illness.

Staff and volunteers must remember to:

- Wash your hands before putting on a face covering.
- Put the same side against your face each time to avoid wearing the "contaminated side" against your nose and mouth.
- Remove your face covering using the straps to avoid touching the part that protects your face.
- Wash cloth face coverings after each use, and wear other masks only according to the manufacturer's specifications.

Personal Protective Equipment (“PPE”)

For staff and volunteers, PPE to minimize the risk of exposure to coronavirus is as necessary as it is for patrons. The DSO ensures that in addition to face coverings and gloves, staff and volunteers have PPE appropriate for their work.

Touching Your Face

Staff and volunteers should avoid touching their eyes, nose, and mouth. Personal equipment should not be shared and should be sanitized before and after each use.

Cough and Sneeze Etiquette

Staff and volunteers should cover their cough or sneeze with a tissue, or an elbow or shoulder if no tissue is available, followed by thorough handwashing.

Getting Sick at Work

Symptoms of COVID-19 include (but are not limited to):

- fever; sore throat; a new uncontrolled cough that causes difficulty breathing; diarrhea; vomiting; abdominal pain; new onset of severe headache; and new loss of taste or smell.
- If an employee starts to show COVID-19 symptoms while at work, it is important to get the affected person the attention they need and ensure the health and safety of others within the area.
- Ensure that the individual is wearing a mask and maintains a 6-foot distance from others.
- Inform their supervisor and HR immediately.
- If the individual is not in acute respiratory distress, they are advised to:
 - Go home and monitor their symptoms
 - Contact their personal healthcare provider for further direction/advice
- If the individual is unable to drive home, isolate the individual in Dressing Room A to enable them to make transportation arrangements.
- If the individual is in acute respiratory distress (shortness of breath, difficulty

speaking, wheezing, gasping for air), call for ambulance transportation to hospital.

- Any individual who becomes ill must quarantine for at least 10 days from symptom onset for mild illness or at least 20 days from symptom onset for severe illness and until they have had no fever (without the use of medicine that reduces fevers) for 72 hours, and all symptoms including respiratory have improved.
- Human Resources to complete contact tracing, which includes speaking with the COVID-positive individual to identify all DSO employees with whom they have had close contact that day, and review with the Director of Safety and Security.
- “Close contact” is currently defined by the CDC as being within 6 feet of an infected person for a cumulative 15-minutes or longer within a 24-hour period. This definition may change over time to maintain alignment with current CDC guidelines.
- Include all areas where the individual had been –dressing room, restrooms, break room, and contact with other DSO employees offsite and in personal settings.
- Human Resources to talk to close contacts (employees) to verify possible exposure while maintaining confidentiality of medical information, including the identity of the infected employee, in compliance with HIPAA guidelines.
- Close contacts (employees) must stay home from work and monitor their symptoms for 14 days, and should follow public health guidelines regarding self-quarantine.
- If close contacts (employees) are / become symptomatic, Human Resources must identify the close contacts of the close contact provided they are employees.
- Notify maintenance team to complete disinfection following the protocol of the areas the employee was in (dressing room, break room, restrooms, etc.).
- Human Resources will provide a general notification to staff who, although not in close contact with the COVID-positive individual, were present in the building/area on the day of the suspected exposure.

NOTE: The Detroit Symphony Orchestra and all identified Close contacts are required to maintain strict confidentiality of employees’ medical information, including the identity of the affected individual. The COVID-positive individual may share their identity if they choose.

Confirmed COVID-19 Case

If an individual, or member of their household is diagnosed with COVID-19 or has been in contact with someone that has been diagnosed with COVID-19, the employee should follow directions from their physician or healthcare provider and should report their status immediately to their supervisor and Human Resources. The employee should not return to work until they or the member of their household, have had no fever (without the use of medicine that reduces fevers) for 72-hours, all symptoms including respiratory have improved, and at least 10 days have passed since symptom onset for mild illness or at least 20 days have passed since symptom onset for severe illness. Anyone with an asymptomatic case must quarantine for a minimum of 10 days.

- Human Resources to complete contact tracing, which includes speaking with the COVID-positive individual to identify all DSO employees with whom they have had close contact from 48 hours prior to developing symptoms or prior to the positive test result until present date, and review with the Director of Safety and Security.
- “Close contact” is currently defined by the CDC as being within 6 feet of an infected person for a cumulative 15-minutes or longer within a 24-hour period. This definition may change over time to maintain alignment with current CDC guidelines.
- Include all areas where the individual had been – dressing room, restrooms, break room, and contact with other DSO employees offsite and in personal settings.
- Human Resources to talk to close contacts (employees) to verify possible exposure while maintaining confidentiality of medical information, including the identity of the infected employee in compliance with HIPAA guidelines.
- Close contacts (employees) must stay home from work and monitor their symptoms for 14 days, and should follow public health guidelines regarding self-quarantine.
- If close contacts (employees) are / become symptomatic, Human Resources must identify and notify the close contacts of the close contact provided they are employed by the DSO.
- Notify maintenance team to complete disinfection following the protocol of the areas the employee was in (dressing room, break room, restrooms, etc.).
- Human Resources and Personnel will provide a general notification to staff and musicians who, although not in close contact with the COVID-positive individual, were present in the area of the building on the day of the suspected exposure.

PROTOCOLS FOR PATRONS ENTERING THE MAX & SOSNICK COURTYARD

Before Leaving Home

Prior to coming to the Max M. and Marjorie S. Fisher Music Center or Sosnick Courtyard for a performance, patrons will be strongly encouraged to go through the CDC signs and symptoms (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>). These signs and symptoms will be sent in the pre-concert reminder email, will be on the website, and will be included in other communication at time of purchase. Each patron should take their temperature at home immediately prior to leaving for the performance. If they have a fever, or are suffering from any of the symptoms, they should not come to the performance. Messaging will include options for symptomatic patrons to exchange or get a refund.

Point-of-sale message and agreement to adhere to above guidelines, agree to wear a mask for the duration of their concert attendance, and acceptance of some level of risk they are taking by attending in person. They also agree that each multi-ticket purchase in seat bundles (i.e. multiple seats together in one row) are groups that are in the same household or acknowledging they will not be socially distanced.

Capacities

Orchestra Hall

- Due to social distancing guidelines and restrictions set by the State of Michigan, a maximum of 250 patrons will be allowed in Orchestra Hall.

The Cube

- Due to social distancing guidelines and restrictions set by the State of Michigan, a maximum of 60 patrons will be allowed in The Cube.

Sosnick Courtyard

- Due to social distancing guidelines and restrictions set by the State of Michigan, a maximum of 75 patrons will be allowed in Sosnick Courtyard.

Parking

Parsons Parking Deck:

- We will investigate a fully automated system. This will ensure minimal to no interaction between patrons and attendants.
- The DSO will block spaces between vehicles to ensure that patrons observe social distancing when leaving or returning to their vehicles.
- Signage will be in place to emphasize the need for social distancing even in parking lots.
- Patrons are required to purchase parking via website
- No cash transactions.

Valet:

- There will be no valet offered during the 2020 - 2021 Season.

Manager on Duty (MOD)

All DSO events have a Manager on Duty to act as a point person to connect front of house, back of house and security. The MOD will provide the following additional functions during this essential time.

- Coordinate with, communicate, and help implement public health guidelines.
- Work closely with the event producer to develop and implement event health plans.
- Determine, in conjunction with the venue or event organizer, if a worker or patron may safely enter the event space when there is a health concern.

Day-Of Ticketing

The DSO strongly discourages purchasing tickets the day of the event. Patrons are encouraged to purchase tickets in advance. Will-Call will not be an option for the 20 -21 season. The DSO will only accept print-at-home and digital tickets.

The following protocols are in place in the PVS Welcome Center:

- Patron queuing is in place with marked social distancing lines. The maximum number of patrons in the PVS Welcome Center is 6.
- A maximum of 5 staff members are permitted in the box office wearing masks.
- Credit card readers have been installed outside of glass. They support chip and tap to pay functionality.
- No cash sales.
- Hand sanitizer at windows.
- No paper tickets sold – only available via email/mobile device.
- No onsite ticket exchanges.

The following protocols are in place at Sosnick:

- A small number of tickets may be available for purchase.
- Box Office tables will be placed near the entrance to Sosnick.
- A clear protective shield will be in place to protect patrons and staff.
- Hand sanitizer at table.
- No cash sales.
- No paper tickets sold - only available via email/mobile device.
- No onsite ticket exchanges.

Restrooms

The Max M. and Marjorie S. Fisher Music Center
Restrooms inside The Max to be marked with social distancing markers. There are posted capacity restrictions for each bathroom. Ushers are in place to enforce social distancing. Concerts will be short with no intermission to alleviate need for restrooms.

Sosnick Courtyard

Portable restroom facilities will be available. Patrons may wait outside the facilities in a socially distant fashion. Markers will be placed on the ground to preserve (a) appropriate space between patrons and (b) an easily discernible line to avoid conflict about where the line begins. Physical signage will be inside Sosnick to avoid patrons waiting impatiently in long lines. Handwashing Stations with either soap and water or sanitizer containing at least 60% ethanol, or 70% isopropanol will be provided at a well-marked location inside the Sosnick Courtyard. These stations will allow no-touch activation. Supervisors must regularly confirm there are adequate supplies.

Contact Tracing

To aid with contact tracing, all patrons must provide at minimum, their name and phone number to gain entry to The Max M. and Marjorie S. Fisher Music Center and Sosnick Courtyard.

Doors Open to Orchestra Hall and The Cube

- Doors to open 30 minutes earlier to allow for staggered entry. Patrons are expected to proceed directly into Orchestra Hall or The Cube and sit in their purchased seat.
- Patrons arriving to The Max prior to doors opening will form a socially distanced line outside of the door closest to the north side of Parsons St. alongside the building. A staff member or an usher to monitor the line.
- Masks will be required, and this will be strongly messaged in advance at point of sale. Usher/staff member will ask mask-less patrons in line if they have a mask, if not, they will be provided one.
- Temperature checks will be conducted as patrons enter The Max for events at The Cube or Orchestra Hall.
- Increased signage and messaging to reinforce safety measures: proper mask wearing, hand washing, sanitation, etc. placed throughout the hall, on digital signage and exterior of the building.
- There will not be a dedicated VIP door, therefore all patrons must enter through the designated entrance.
- An usher will be stationed within the entry to encourage people to go to their seats or take care of food & beverage and/or restroom needs once they have entered so they do not linger by the door.
- We will not offer coat check for the 2020 - 2021 season.
- Patrons should not expect to participate in any Pre-Concert talks.
- Households must sit together in house seats and boxes. Social distancing is required between each seated group.
- Sanitizing stations placed at all entry points for handwashing after scanning in and additional stations placed throughout the atrium.
- Doors that do not open automatically will be propped open and left open until the performance begins to allow for touchless use of doors and for additional air circulation.
- Digital magazine content only – no paper magazine.
- The Glass Shop will be used for at-risk patrons or those in need of medical attention.

Grand Staircase

- One-way only (before concert up, after concert down) with usher to control traffic flow and number of people using at a time.

Atrium Elevators

- Only for impaired patrons who cannot use the stairs.
- No more than one household/two patrons attending together on the elevator at one time.
- Sanitizing stations should be placed outside the elevator on each level for patrons who touch the call buttons. (Signage/verbal discouragement around patrons touching the call buttons).
- Elevator attendant to wear mask and gloves.

Atrium and Oval Lobby

- Signage is placed throughout the William Davidson Atrium and the Oval Lobby reminding patrons to socially distance and follow health and hygiene protocols.

Shop @ The Max

- Shop @ The Max will be closed until restrictions loosen.

Donor Lounge

- Donor Lounge will be closed until restrictions loosen.

Food and Drink Service

- Paradise Lounge will be closed for table service.
- Bars will be closed for food and beverage options.

House Doors

- Seating to be determined with capacity guidelines in mind (i.e. removing two rows in the house, four empty seats on either side between seated households or non-household pairs). These seats will be marked as unavailable for purchase on the website and physically.

- Seating options in The Cube will be general admission
- Patrons asked to take their seats upon entry and no later than 15 minutes prior to performance start time.
- There are no late seating options in Orchestra Hall due to shortened programs.
- Voice of God will reiterate social distancing guidelines and/or to inform patrons of egress instructions after the performance has ended.
- Patrons are expected to stay in their purchased seat to maintain social distancing.
- Patrons who exit Orchestra Hall or The Cube during the performance will be resealed according to late-seating guidelines.
- Performances are expected to be shortened to eliminate an intermission.

Exiting Orchestra Hall

- Patrons should clear the building as quickly as possible while maintaining social distancing.
- All public doors will be propped open until the building is cleared.
- A staggered exit will be deployed for patrons on all levels.
 - Balcony and Dress circle first
 - Box level second
 - Main Floor last
- Patrons seated house right, odd numbered tickets, are required to use Atrium for exit.
- Patrons seated house left, even numbered tickets, are required to use Oval Lobby for exit.
- Patrons seated in Box Level and Balcony, are required to use Woodward Ave doors for exit.
- Ushers to monitor restrooms as per usual post-performance.
- Post-concert gatherings will be prohibited.

Exiting The Cube

- Patrons should clear the building as quickly as possible while maintaining social distancing.
- The primary exit for patrons will be through the barn door into atrium .
- The entrance to The Cube will be converted into an exit.
- Ushers to monitor restrooms as per usual post-performance.
- Post-concert gatherings will be prohibited.

Doors Open to Sosnick Courtyard

- Doors to open 30 minutes earlier to allow for staggered entry.
- Patrons arriving to Sosnick prior to doors opening will form a socially distanced line along the south side of Parsons Street.
- Markers will be placed on the ground to aid in social distancing while waiting in line. Other common methods such as rope and stanchions, fencing or bike racks may be used, in combination with workers who provide information about anticipated wait time and ingress procedure and also enforce social distancing.
- Masks will be required, and this will be strongly messaged in advance at point of sale. Usher/staff member will ask mask-less patrons in line if they have a mask, if not, they will be provided one.

Temperature and Health Screening

- Outside the Sosnick perimeter, a DSO employee wearing a face covering and gloves, will take the temperature of every patron and conduct a brief visual screening for symptoms of fever or infection.
- These employees will conduct temperature screening using 'no-touch' thermometers.
- Anyone displaying a temperature over 100.3 F (38.0 C) will be taken to a private area for a secondary temperature screening.
- Patrons confirmed to have a higher temperature will be denied entry and directed to appropriate medical care.
- Patrons can expect a refund if any payment was made to attend the event.

Inside Sosnick Courtyard

- There will be hand sanitizer or options for hand washing immediately upon entry
- Increased signage and messaging to reinforce safety measures: proper mask wearing, hand washing, sanitation, etc. placed throughout the venue.

Disability Accommodations

- Sosnick ensures continued accessibility at all points of ingress or egress
- Accessible seating, including companion seats, are available to those in need.

- All events at Sosnick will be general admission.
- All patrons are expected to adhere to social distancing guidelines; six feet between patrons of dissimilar households.
- Face coverings for all patrons is required.
- Patrons cannot all stand at the front of the stage like they are accustomed.
- Patrons are asked to provide their own seating options.
- The DSO will have shorter shows with no intermission.

Food and Drink Service

- Bars will be closed for food and beverage options

Merchandise

- No merchandise sales

Staff and volunteers will patrol open areas providing information, enforcing rules, and modeling healthy behavior. Expect consistent messaging to patrons before and during the event through physical signage and messaging from performers on stage.

Exiting Sosnick Courtyard

Social distancing requires that egress be managed the same way passengers exit an airplane at the end of their flight. After events have ended, patrons nearest the exits should leave first, by section, to clear space for patrons further inside to follow. Staff and volunteers are required to ensure that patrons understand the procedure and comply with social distancing requirements until they are in their vehicles or otherwise outside Sosnick.

Emergency Egress

The need for social distancing creates significant challenges when planning to evacuate a crowd during an emergency. Maintaining six feet between people is secondary if there is a clear and imminent danger requiring an emergency evacuation. Moving patrons away from the most urgent hazard is the first order of business.

All events in the Sosnick Courtyard will be canceled by 12pm the day of the event if severe weather is imminent. Should emergency measures be implemented, patrons will be told to take refuge in the parking deck located adjacent to Sosnick at 81 Parsons Street.

CLEANING PROTOCOLS

Surfaces and objects that are touched frequently, such as the ones listed below, will be disinfected before, during and after events using products approved by the applicable health authority.

Public Areas (lobby, hallways, dining, and food service areas)

- Door handles, handrails, push plates
- Bike rack or other barricades the public may touch
- Handrails for stairs, ramps, and escalators
- Elevator buttons - inside and out
- Reception desks and ticket counters
- Telephones, Point of Sale terminals, and other keypads
- Tables and chairs, including highchairs and booster seats
- Beverage stations, water fountains, vending and ice machines
- Trash receptacle touch points

Restrooms (front and back of house as well as portable units)

- Door handles and push plates
- Sink faucets and counters, and toilet handles
- Lids of containers for disposal of women's sanitary products
- Soap dispensers and towel dispenser handles
- Baby changing stations
- Trash receptacle touch points

Back of House Offices, Dressing Areas, Green Rooms, Production Areas

- Individual office and other room furniture
- Door handles, push plates, doorways, railings
- Light switches and thermostats
- Cabinet handles
- Telephones, computers, other keypads, mouse

- Microphones
- Backstage and technical equipment
- Trash receptacle touch points

Back of House Kitchen and Food Preparation Areas

- Handles of all kitchen equipment doors, cabinets, push pads
- Counter surfaces
- Light switches
- Handles of beverage and towel dispensers
- Handles of sinks, including handwashing sink and mop sink
- Cleaning tools and buckets
- Trash receptacle touch points

Cleaning and Disinfecting

- Cleaning removes dirt and impurities from surfaces and objects and may lower germ counts by removing but not necessarily killing them.
- Disinfecting reduces and kills germs on surfaces and objects. Because disinfecting does not necessarily clean the surface, cleaning and disinfecting are both essential.
- Clean high-touch areas by using water and soap or cleaning solution to remove dirt and impurities from surfaces and objects and reduce germ counts.
- High-touch areas will be disinfected using materials effective against COVID-19.
- In all instances, including technical and production equipment such as microphones and headphones, it is important that cleaning procedures follow the manufacturer's instructions. This will increase the likelihood of a thorough cleaning while not damaging the equipment or voiding a warranty.
- Place gloves and other disposable items used for cleaning and disinfecting in a bag that can be tied before disposing of them with other waste.
- The frequency of cleaning high-touch areas should be determined based on the surface or object and how it is used, no less than once before the event, once during the event and once after the event has ended.
- Maintenance staff will document that health and safety practices were followed. The supervisor will ensure that cleaning logs are carefully entered and preserved for reference.

PROTOCOLS FOR STAFF RETURNING TO WORK

First and foremost, our priority is always ensuring your health and safety. It is our expectation and policy that you continue to work from home to complete any work that is capable of being performed remotely. Please adhere to the following guidelines when determining to come to The Max:

- Departmental procedures that can only be done in the building such as, mail processing, printing checks, processing cash, etc.
- Work from home circumstances make it difficult to do your job.
 - Lack of a computer
 - Without internet access
- Pickup an item that will enhance your ability to work from home.

As you prepare to return to The Max, there is important information you need to know about what happens when you return to work. How the process works:

- Complete the daily health assessment.
- Enter and exit the building from the Stage Door, practicing social distancing guidelines.
- Proceed with temperature check to enter.
- Ensure you are wearing a face mask and other personal protective equipment as required.

Daily Health Screening and Temperature Check

Each individual that will enter The Max is required to complete a daily health assessment prior to leaving for work. You will be asked screening questions that will determine your risk for COVID-19.

Every day at 7:00 am EST, an email and/or a text message will be sent with a link to the self-assessment. The self-assessment must be completed before entering the building for your workday. A personal computer or cell phone can be used to complete the assessment. Upon getting the link, you will get a series of questions to help identify symptoms that might be caused by the virus and to make decisions about when to seek appropriate medical care.

Once the self-assessment has been completed, a confirmation email and/or text message will be sent that contains a QR Code. A printed or electronic QR Code is required for entry.

If you have a fever, or are experiencing any COVID-19 symptoms, you should not come to work and must notify Human Resources. You should stay home, monitor your symptoms, contact your personal healthcare provider for further direction/advice, and follow local medical leave procedures, as needed.

Temperature checks will be conducted upon arrival at The Max. Present your QR Code to the device to have your temperature taken. Anyone with a temperature above 100.3 degrees will not be permitted to enter the hall. They should also contact their physician/healthcare provider for further guidance. The individual may return to Orchestra Hall sooner than 14 days if a doctor confirms the cause of the person's fever or other symptoms to be unrelated to COVID-19 and provides a written note OR if they provide negative COVID-19 test results.

Face Masks

Face masks are required to be worn by everyone, at all times. This measure of protection will remain in effect until such time as the COVID-19 virus is no longer a critical risk. Face coverings must be worn properly across the face, covering the nose and mouth, and looped behind the ears. Masks (both fabric and surgical) are acceptable if they have at least two layers and adhere to the face as closely as possible. Gaiters and masks with valves are not permitted. Please contact Human Resources if you are concerned about your ability to wear the required personal protective equipment for medical or other reasons.

1. What does/does not a face mask do for you?
 - Reduces risk that asymptomatic wearer will give the virus to someone else.
 - Does not protect your eyes.
2. Who needs to wear a face mask?
 - Face masks must be worn by ALL staff, musicians, visitors, contractors, and vendors.
3. Where are face masks required?
 - Face masks must be worn from the time the employee exits their vehicle until returning to their vehicle .
 - Face masks will be provided upon entry if you do not have one and must be worn at all times, in all locations.
4. Are there any exceptions to wearing a mask?
 - While eating or drinking.
 - Wind and vocal soloists will be required to wear their

masks until they are in performance position.

- Presenters giving a speech for broadcast or to an audience, at least 6 feet away, will be required to wear their masks until they are in their speaking position.

Office Areas

Social distancing in office areas is intended to provide a safe environment and reduce the risk of potential person-to-person infection. Staff should practice social distancing when traveling throughout the facility, including elevators, hallways, and stairways

In certain situations, cubicle arrangements impede on the recommended six feet radius. In these instances, physical barriers may be installed where practical

Self-cleaning of the workspace is encouraged to ensure a clean, healthy, and safe work environment. You have the responsibility to clean your workspace and your desk top with special attention to the high-touch surfaces, such as keyboards, monitors, chair armrests, desks, etc. Sanitization wipes are located throughout the office for your convenience. Take your possessions home and reduce the number of items on and around your workspace.

Meetings

To ensure social distancing within The Max, conference rooms will be closed and not available for face-to-face meetings. Please utilize conference calls / Microsoft Teams video meetings to conduct group meetings. If you need to connect in-person, follow social distancing guidelines to allow for six feet of separation between you and other people.

Breaks / Lunch

All designated dining areas will allow for a limited number of employees. Please adhere to posted occupancy limits.

- Before Meal - Keep social distancing and wash hands.
- While Eating - Keep social distancing and eat in designated areas.
- After Meal - Keep social distancing, throw trash away in trash containers and wash hands.

NOTE: All communal items such as flatware, dishware, and coffee pots have been removed from the designated dining areas.

Common Areas

Social distancing in common areas is required and you should avoid all non-essential gatherings. Eliminate contact with others, such as handshakes or embracing coworkers, visitors, or friends. Avoid anyone that appears to be sick or is coughing or sneezing.

Common areas may have posted occupancy limits. Please follow the posted capacity limit in areas such as the mail room, bathrooms, elevators, and break rooms.

Closure of Some Areas

Doing our part to stop the spread of COVID-19 requires closing some common areas. Until further notice, the following areas will be closed to staff:

- Donor Lounge
- Paradise Lounge
- Culinary areas
- Atrium and bathrooms
- Gift Shop
- Conference rooms
- Guest artist dressing rooms

The following areas will be closed except for designated staff and musicians

- Allesee
- Cube
- Orchestra Hall
- Pincus
- Backstage

NOTE: The Box Office staff are addressing our patrons needs remotely, therefore the Box Office and PVS Welcome Center will remain closed until further notice.

PROTOCOLS FOR STAFF REPRESENTING THE DSO

The following protocols are designed to protect the health and safety of staff and musicians who are required to represent the DSO at indoor or outdoor meetings and events held outside of the Max M. and Marjorie S. Fisher Center.

Daily Health Screening and Temperature Check

Each individual is required to complete a daily health assessment prior to leaving for work. "Work" includes any meetings and events you attend on behalf of the DSO. You will be asked screening questions that will determine your risk for COVID-19.

Every day at 7:00 a.m. EST, an email and/or a text message will be sent with a link to the self-assessment. The self-assessment must be completed before leaving for work, your meeting or event. A personal computer or cell phone can be used to complete the assessment. Upon getting the link, you will get a series of questions to help identify symptoms that might be caused by the virus and to make decisions about when to seek appropriate medical care. Once the self-assessment has been completed, a confirmation email and/or text message will be sent indicating a pass or fail result.

If you have a fever, or are experiencing any COVID-19 symptoms, or fail the self-assessment, you should not proceed with work related duties and must notify Human Resources. You should stay home, monitor your symptoms, contact your personal healthcare provider for further direction/advice, and follow local medical leave procedures, as needed.

NOTE: The health assessment is required once each day. If your offsite meeting or event occurs later in a day that you have already completed the self-assessment, you are not required to repeat the process.

Face Masks

Face masks are required to be worn by everyone while working indoors or outdoors, at all times. This measure of protection will remain in effect until such time as the COVID-19 virus is no longer a critical risk. Face coverings must be worn properly across the face, covering the nose and mouth, and looped behind the ears or secured by a band behind the head. Masks (both fabric and surgical) are acceptable if they have at least two layers and adhere to the face as closely as possible. Gaiters and masks with valves are not permitted. Please contact Human Resources if you are concerned about your ability to wear the required personal protective equipment for medical or other reasons.

1. What a face mask does/does not do for you?
 - Reduces risk that asymptomatic wearer will give the virus to someone else.
 - Does not protect your eyes.
2. Who needs to wear a face mask?
 - Face masks must be worn by ALL staff and musicians.
3. Where are face masks required?
 - Face masks must be worn from the time the employee exits their vehicle until returning to their vehicle.
 - Face masks must be worn at all times, in all locations. If your meeting or event host invites you to remove or loosen your mask, please decline the offer and share that, "In an effort to protect the safety of our staff, musicians, patrons, donors, etc., the DSO requires that I wear my mask when indoors, except when I am eating or drinking."
4. Are there any exceptions to wearing a mask?
 - While eating or drinking.

Social Distancing

What is social distancing?

1. Social distancing is the practice of keeping at least 6 feet of space between yourself and other people outside of your home
2. To practice social distancing:
 - Stay at least six feet from other people who are attending and/or hosting the meeting or event.
 - Avoid contact with others, such as handshakes or hugs.
 - Avoid touching surfaces that have been touched by others, to the extent feasible.
 - Do not gather in groups; stay away from crowded places and avoid mass gathering.

Shared Spaces

Social distancing in shared spaces, indoors or outdoors, is required and you should avoid all non-essential gatherings for work. Eliminate contact with others, such as handshakes or embracing coworkers, patrons, or friends. Avoid anyone that appears to be sick or is coughing or sneezing.

Whenever possible you are encouraged to utilize conference calls / Microsoft Teams video meetings to conduct group meetings.

When attending a meeting or event outside of The Max, be cognizant of the safety protocols in each location. Where the protocols are stricter than those included in this document, follow those requirements.



PROTOCOLS FOR VISITORS & GUESTS

To protect the health of everyone at our facilities, only business-critical visitors will be permitted at The Max M. and Marjorie S. Fisher Center.

All external visitors must complete a health screening before they will be allowed access into The Max. If you plan to have a visitor, you must follow these procedures to gain them entry:

- Coordinate visits with building operating hours.
- Notify security of visitor's estimated day and time of arrival.
- Direct them to this website to gain entry,
 - *NOTE: Based on the results, visitors may be denied access to The Max*
- Face masks are required to be worn by everyone.
- Visitors should practice social distancing when traveling throughout the facility, including elevators, hallways, and stairways.

PROTOCOLS FOR RENTAL CLIENTS

Companies seeking to book a space inside the Max M. and Marjorie S. Fisher Center or Sosnick Courtyard, should prepare to submit a health and safety plan consistent with these guidelines regarding the risks particular to their event.

At a minimum, all attendees of rental event must adhere to the following standards:

- Attendees must accept some level of risk by attending in person.
- Completion of some sort of health assessment before attending the event.
- Face masks must always be worn .
- Attendees of dissimilar households must adhere to social distancing guidelines.
- No food or drinks.
- Organizers must supply extra masks and hand sanitizer.
- Attendees must agree to all policies before attending.

STAY HEALTHY

Personal Hygiene

Washing hands is the most effective way to reduce the spread of infectious diseases

When should you wash your hands?

- Presume your hands are contaminated with viruses and bacteria after touching common surfaces, as well as any surfaces you touch thereafter.
- Entering The Max and back to your home.
- Before and after food preparation and before eating & drinking.
- Before and after treating a cut or wound.
- After touching your nose or mouth.
- Before and after bathroom use.
- After blowing your nose, coughing, or sneezing.

Do NOT touch your FACE, including your mouth, eyes, nose, or ears. Viruses that get onto your hands by touching common surfaces cannot harm you unless you physically transfer them to an entry portal into the body, so do not touch your face. If you are sick, touching your face will contaminate your hands, and any common surfaces you touch - continuing the chain of infection.

Cover coughs and sneezes

Never cough or sneeze into your hands, as they then pass viruses to common surfaces and infect others. Use a tissue or cough and sneeze into the bend of your elbow. COVID-19 on your hands causes no harm, until you touch your face, or contaminate others who do so. Your eyes, nose, and mouth are the primary entry points for this and many other viruses and bacteria. If the face is inadvertently touched, it should be rinsed with soap and warm water.

Keep personal devices clean

Ensure personal items that are touched, and especially those that touch your face (e.g. mobile phone) are kept clean. Avoid touching them after you have touched common surfaces and clean them frequently as needed.

Getting Sick at Work

Symptoms of COVID-19 include (but are not limited to):

- fever; sore throat; a new uncontrolled cough that causes difficulty breathing; diarrhea; vomiting; abdominal pain; new onset of severe headache; and new loss of taste or smell.

If an employee starts to show COVID-19 symptoms while at work, it is important to get the affected person the attention they need and ensure the health and safety of others within the area.

- Ensure that the individual is wearing a mask and maintains a 6-foot distance from others.
- Inform their supervisor and HR immediately.
- If the individual is not in acute respiratory distress, they are advised to:
 - Go home and monitor their symptoms.
 - Contact their personal healthcare provider for further direction/advice.
- If the individual is unable to drive home, isolate the individual in Dressing Room A to enable them to make transportation arrangements.
- If the individual is in acute respiratory distress (shortness of breath, difficulty speaking, wheezing, gasping for air), call for ambulance transportation to hospital.
- Any individual who becomes ill must quarantine for at least 10 days from symptom onset for mild illness or at least 20 days from symptom onset for severe illness and until they have had no fever (without the use of medicine that reduces fevers) for 72 hours, and all symptoms including respiratory have improved.
- Human Resources to complete contact tracing, which includes speaking with the COVID-positive individual to identify all DSO employees with whom they have had close contact that day, and review with the Director of Safety and Security.
- "Close contact" is currently defined by the CDC as being within 6 feet of an infected person for a cumulative 15-minutes or longer within a 24-hour period. This definition may change over time to maintain alignment with current CDC guidelines.
- Include all areas where the individual had been – dressing room, restrooms, break room, and contact with other DSO employees offsite and in personal settings.

- Human Resources to talk to close contacts (employees) to verify possible exposure while maintaining confidentiality of medical information, including the identity of the infected employee, in compliance with HIPAA guidelines.
- Close contacts (employees) must stay home from work and monitor their symptoms for 14 days, and should follow public health guidelines regarding self-quarantine.
- If close contacts (employees) are / become symptomatic, Human Resources must identify the close contacts of the close contact provided they are employees.
- Notify maintenance team to complete disinfection following the protocol of the areas the employee was in (dressing room, break room, restrooms, etc.).
- Human Resources will provide a general notification to staff who, although not in close contact with the COVID-positive individual, were present in the building/area on the day of the suspected exposure.

NOTE: The Detroit Symphony Orchestra and all identified Close contacts are required to maintain strict confidentiality of employees' medical information, including the identity of the affected individual. The COVID-positive individual may share their identity if they choose.

Confirmed COVID-19 Case

If an individual, or member of their household is diagnosed with COVID-19 or has been in contact with someone that has been diagnosed with COVID-19, the employee should follow directions from their physician or healthcare provider and should report their status immediately to their supervisor and Human Resources. The employee should not return to work until they or the member of their household, have had no fever (without the use of medicine that reduces fevers) for 72-hours, all symptoms including respiratory have improved, and at least 10 days have passed since symptom onset for mild illness or at least 20 days have passed since symptom onset for severe illness. Anyone with an asymptomatic case must quarantine for a minimum of 10 days.

- Human Resources to complete contact tracing, which includes speaking with the COVID-positive individual to identify all DSO employees with whom they have had close contact from 48 hours prior to developing symptoms or prior to the positive test result until present date, and review with the Director of Safety and Security.
- "Close contact" is currently defined by the CDC as being within 6 feet of an infected person for a cumulative 15-minutes or longer within a 24-hour period. This definition may change over time to maintain alignment with current CDC guidelines.
- Include all areas where the individual had been – dressing room, restrooms, break room, and contact with other DSO employees offsite and in personal settings.
- Human Resources to talk to close contacts (employees) to verify possible exposure while maintaining confidentiality of medical information, including the identity of the infected employee in compliance with HIPAA guidelines.
- Close contacts (employees) must stay home from work and monitor their symptoms for 14 days, and should follow public health guidelines regarding self-quarantine.
- If close contacts (employees) are / become symptomatic, Human Resources must identify and notify the close contacts of the close contact provided they are employed by the DSO.
- Notify maintenance team to complete disinfection following the protocol of the areas the employee was in (dressing room, break room, restrooms, etc.).
- Human Resources and Personnel will provide a general notification to staff and musicians who, although not in close contact with the COVID-positive individual, were present in the area of the building on the day of the suspected exposure.

YOUR MENTAL HEALTH & WELL BEING

If you are worried about your mental health and wellbeing, you are not alone. These are challenging times, and we are all struggling with different emotions. When many things feel uncertain or out of our control, one of the most effective ways we can manage stress and anxiety is to focus on the actions that are within our control. We should all make time to take care of our mental health. Below are some proven ways you can care for your mental health and wellbeing during challenging times

Control What You Can

- Arm yourself with medical information from reputable sources.
- Understand what we are doing to create a safe working environment - and follow the guidelines.
- Take proper precautions, such as washing your hands and maintaining social distance.
- Limit your news consumption, including social media.
- Manage your technology - turn off distracting notifications, use "do not disturb" mode .

Prioritize Self Care

- Get plenty of sleep.
- Eat healthy, well-balanced meals.
- Take regular work breaks.
- Move, stretch and exercise whenever possible.
- Practice mindfulness - focus your attention on the present moment by taking deep breaths or meditating.

Do things you enjoy — relax and distract yourself

- Read a book or listen to an audiobook.
- Unwind with music or a podcast.
- Try a new recipe.
- Create art, do crafts, or build something.
- Learn a new skill; take an online course.
- Get some fresh air -- sit outside or go for a walk or a bike ride.

Connect with Others

- Talk regularly with family, friends, and co-workers.
- Talk about your fears and concerns with someone you trust.
- Express gratitude; offer someone help, if you can.
- Don't forget to laugh!
- Share tips with your co-workers about what is working for you - ask them to do the same .

Mental Health Resources

During this stressful time, some members of our DSO family may need mental health services but are not sure how to access these services during the pandemic. There are two options below to be aware of:

1. All full time DSO employees with medical benefits have access to insurance-covered counseling. Specific information can be obtained by contacting Blue Care Network 1-800-662-6667 (*if you have one of the Blue Care Network products*) or Blue Cross Blue Shield 1-877-790-2583 (*if you have Simply Blue or Community Blue PPO*). Ask for information on the behavioral health services/benefits.

2. Additionally, the Michigan School of Psychology has a clinic called the Michigan School Psychological Clinic that offers therapy sessions that can be accessed via Telehealth. <https://msp.edu/clinic/>. Insurance is not accepted at the school, but the fees for therapy sessions are based on a sliding scale of between \$5 and \$35. For more information there is also an entry in the Psychology Today directory:

www.psychologytoday.com/us/therapists/michigan-school-psychological-clinic-farmington-hills-mi/758672

QUESTIONS OR CONCERNS?

Our priority is your safety and we welcome all questions or comments. Please do not hesitate to reach out to your supervisor, Human Resources, or any member of the Building Re-Opening Team listed below:

- Catherine Deep
- Chris Harrington
- Christina Williams
- Debra Kang
- George Krappmann
- Jeremy Epp
- Jeremiah Hess
- Jody Harper
- Kathryn Ginsburg
- Ken Waddington
- Lisa Bradley
- Michelle Marshall
- Monica Fosnaugh

Commitment to Safe Practices

The ongoing health and safety of our oneDSO family requires everyone's ongoing commitment to safe practices.

We expect you to:

- Practice social distancing.
- Wash your hands with soap and water and use hand sanitizer frequently.
- Wear recommended personal protective equipment.
- Self-certify your health daily.
- Maintain a clean work area.
- Cough and sneeze into tissues or your elbow.
- Work from home as much as possible.
- Ask questions and focus on your health and the health of your co-workers.
- Stay home if you experience any symptoms.