

SJS COVID-19 Mitigation Policies

Updated 05-17-2021

The coronavirus pandemic and subsequent mitigation efforts have changed our world forever and will greatly alter the experience of public assembly, in every form, for the foreseeable future. The Saint Joseph Symphony (SJS) is dedicated to making responsible decisions and to implement a set of policies that will keep staff, artists, crews and the general public safe. While there is no “zero risk,” we will do everything we reasonably can to ensure a safe and enjoyable experience for all who participate in and support our programs.

We are committed to follow the guidelines and best-practices set out by health experts and elected officials on every level. We accept that even our most careful planning may be disrupted at any time based on circumstances beyond our control and the resulting changes in policies and guidance. We care about our community and will do all that we can for as long as it takes to keep us all safe. We continue to seek out innovative and creative ways to offer live music experiences. We appreciate your understanding and your cooperation.



Enhanced Sanitation | Sanitizer Stations

The Symphony will ensure a clean and disinfected indoor environment for live concerts, with special attention to points of entry and high-touch areas such as door knobs, arm rests and hand rails. Hand sanitizer will be readily available with prompts to maintain social-distancing and hand-washing. Anti-bacterial wipes will be located in each restroom. We will post a printed reminder for anyone using the restroom to wash their hands, then use the wipes to clean every touched surface, including the door knob to open the door, then dispose of the wipe upon exit.



Covid-19 Face Covering Policies

All SJS employees, players and volunteers are required to wear face coverings **when stationed in or moving around an interior space. Masks are** to be properly worn covering both nose and mouth. **Ticket holders must wear a face covering when entering the venue, but may remove their face coverings once seated. All players and music director are required to wear a face covering when moving around an interior space, but may remove their face coverings once positioned to perform.** Paper masks will be available for anyone arriving without a mask.



Contact Tracing Protocols

The Symphony ticketing system provides complete patron information, including reserved seat number, address, phone number and email to comply with proper contact-tracing protocols. All tickets are to be purchased in advance, online.



Opportunity for Contact-less Public Experience

To the best of our ability, SJS offers the opportunity to enjoy the symphony with a contact-less experience. We will utilize guest lists, online programs and projected print and sponsorship acknowledgement. Our door staff will open the main entrance doors for patrons to enter and exit. All tickets will be purchased online. There will be **limited** box-office sales at the time of the performance.



Social Distancing Policies

SJS has implemented crowd-control measures to allow for responsible social distancing. These include staggered entry times to keep the lobby clear, no intermission and controlled end-of-show dismissals. If reserved seating is not available, patrons will be reminded to keep six feet of distance between themselves and other attendees.



Reduced Venue Capacities

SJS operates at a reduced capacity in the performance venue, both on-stage and off. When in the Missouri Theater, this means up to 26 players (strings only) and up to 17 players (mixed ensembles). Only 230 seats will be available for the audience in the Missouri Theater. Tickets will be available for purchase online only and spaced with three seats between in groups of 2 – 3 with every other row left empty. Program length will be limited to approximately one hour with no intermission. Attendees are encouraged to remain in their seats until dismissed at the conclusion of the concert.



Increased Preparedness Training for SJS Staff, and Volunteers

SJS staff and volunteers have received enhanced Covid-19 mitigation training focusing on best practices in social distancing, sanitation and hygiene, transacting with the public, and effective communications.