

**Front of House
COVID-19
Safety Verification
Guide**

**THE
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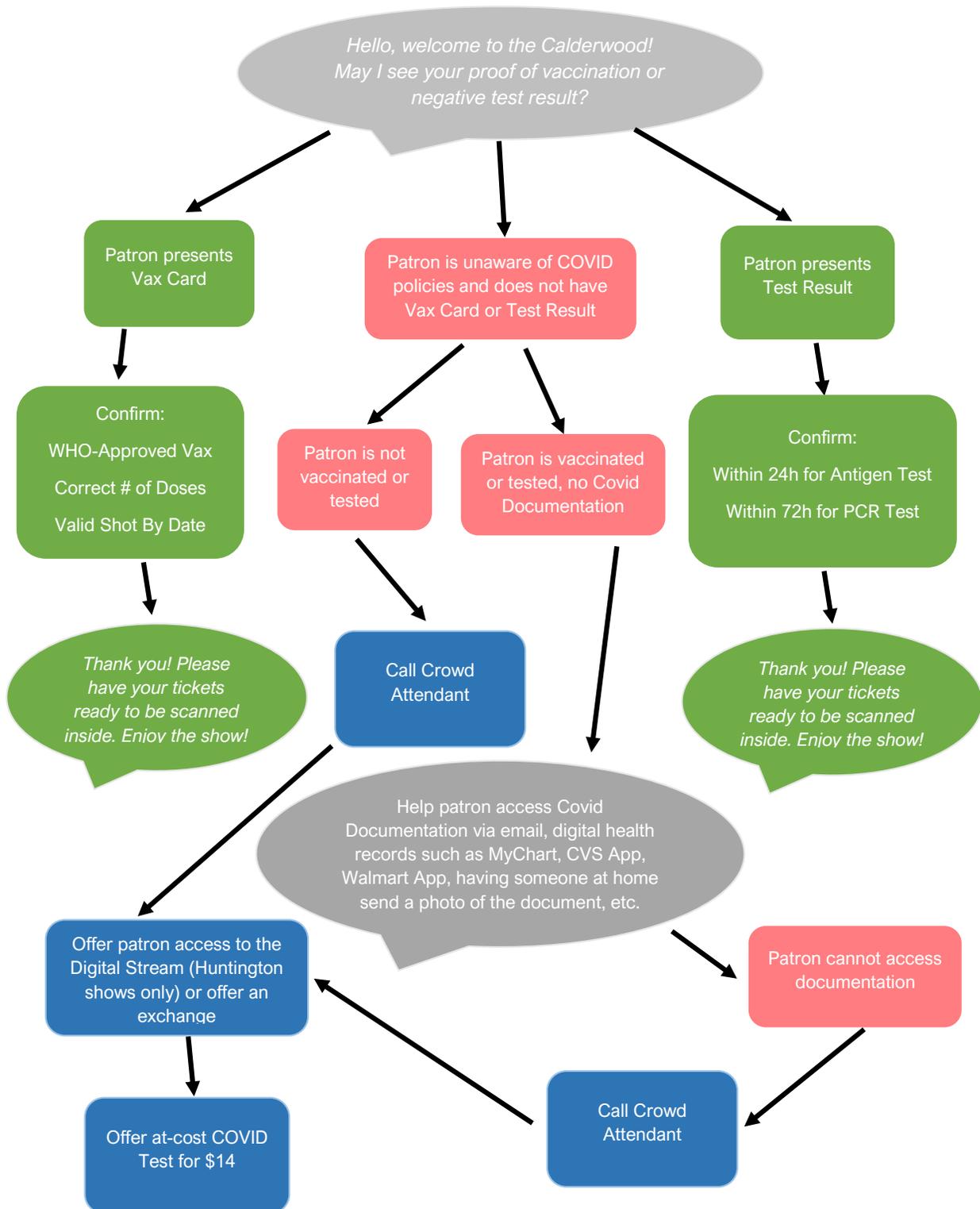
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Front of House Policy Flowchart

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Terminology

- **“Dose”, “Shot”, and “Jab”** → Used interchangeably to denote one singular application of a vaccine
- **“Vax Card”** → Shorthand for CDC Vaccination Card
- **“Vaccine Name”** → Refers to the WHO-approved brand name of a vaccine: “Sinovac”
- **“COVID Documentation”** → Refers to any manner of document that can provide necessary information regarding vaccination or testing, such as CDC-distributed cards, in-app testing results, emails, Excelsior pass.
- **“Vaccine Documentation”** → Refers to any manner of vaccination documents or certificates.
- **“Bindle Certificate”** → Copy of paperwork saved in Bindle App
- **“Bindle Pass”** → Live pass on smartphone with photo and venue name that indicated a patron’s COVID documentation
- **“WHO”** → Refers to the World Health Organization

Accepted Vaccines

Name	# of Doses	When fully vaccinated?
Pfizer / BioNTech	2	Two weeks after last shot
Moderna	2	Two weeks after last shot
Janssen / Johnson & Johnson	1	Two weeks after shot
Oxford / AstraZeneca	2	Two weeks after last shot
Covishield / Serum Institute of India	2	Two weeks after last shot
Sinopharm BBIBP-CorV (Vero Cell)	2	Two weeks after last shot
Sinovac CoronaVac	2	Two weeks after last shot

List as of 09.26.21

Forms of COVID Documentation and How to Verify

Vaccination Card Verification:

1. WHO-approved vaccine name
2. Correct number of doses
3. Correct timing of shots.

COVID-19 Vaccination Record Card

Please keep this record card, which includes medical information about the vaccines you have received.
Por favor, guarde esta tarjeta de registro, que incluye información médica sobre las vacunas que ha recibido.

Last Name: Baca First Name: Nathan MI: D

Date of Birth: 3/01/01 Patient number (medical record or ID record number):

Vaccine	Product Name/Manufacturer Lot Number	Date	Healthcare Professional or Clinic Site
1 st Dose COVID-19	Moderna 0A7A21A	3/01/21 mm dd yy	CVS 4102
2 nd Dose COVID-19	Moderna 0A7B21A	4/25/21 mm dd yy	CVS 2000
Other		mm/dd/yy	
Other		mm/dd/yy	

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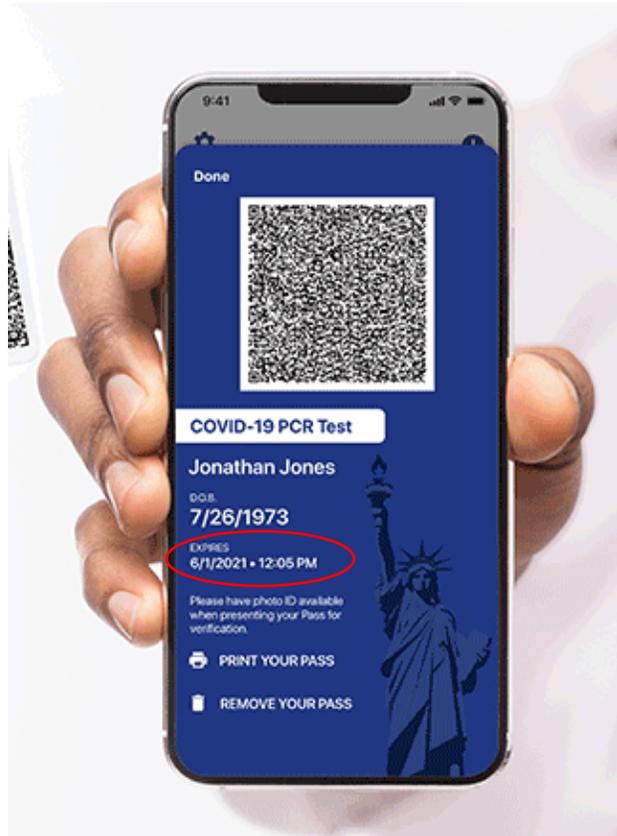
Bindle Pass

Verify animation on the background lines to ensure the pass is not a screenshot.



Excelsior Pass

Verify: expiration date



Test Results

Verify that the test taken is

1. Negative
2. Taken within the valid timeframe:

Type of Test	Valid Timeframe
PCR/Polymerase Chain Reaction/Molecular Test	Within 72 hours of curtain
Antigen Test	Within 24 hours of curtain

Quest Diagnostics

Report Status: Final
TEST, C19

Patient Information	Specimen Information	Client Information
TEST, C19 ← Your Name DOB: Not Given AGE: 56 Gender: M Fasting: N Phone: NG Patient ID: NG	Specimen: KP615943B Requestion: 2224204 Collected: 04/20/2020 / 08:00 EDT Received: 04/20/2020 / 19:48 EDT Reported: 04/20/2020 / 19:59 EDT	Client #: 97502840 H0990000 TESTING, DOC TEST CLIENT (HQ) Attn: ATTN:TEST DEPARTMENT 30 JACKSON RD MEDFORD, NJ 99999

Test Name	In Range	Out of Range	Reference Range	Lab
SARS CoV 2 SEROLOGY (COVID 19) AB (IGG), IA	NEGATIVE			QTE
SARS CoV 2 AB IGG				

Your Test Results:
Positive
Negative
Equivocal

Reference Range: Negative

Detection of IgG antibodies may indicate exposure to SARS-CoV-2 (COVID-19). It usually takes at least 10 days after symptom onset for IgG to reach detectable levels. An IgG positive result may suggest an immune response to a primary infection with SARS-CoV-2, but the relationship between IgG positivity and immunity to SARS-CoV-2 has not yet been firmly established. Antibody tests have not been shown to definitively diagnose or exclude SARS-CoV-2 infection. Diagnosis of COVID-19 is made by detection of SARS-CoV-2 RNA by molecular testing methods, consistent with a patient's clinical findings.

This test has not been reviewed by the FDA. Negative results do not rule out SARS-CoV-2 infection particularly in those who have been in contact with the virus. Follow-up testing with a molecular diagnostic should be considered to rule out infection in these individuals. Results from antibody testing should not be used as the sole basis to diagnose or exclude SARS-CoV-2 infection or to inform infection status. Positive results could also be due to past or present infection with non-SARS-CoV-2 coronavirus strains, such as coronavirus

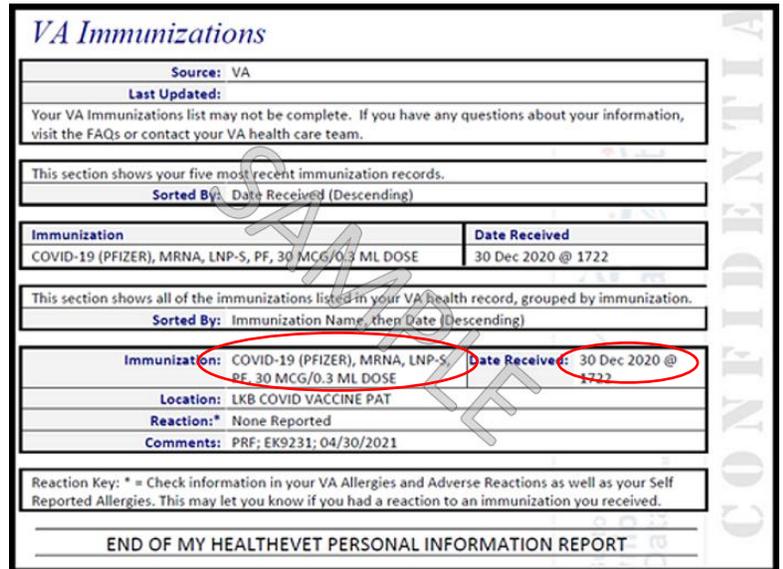
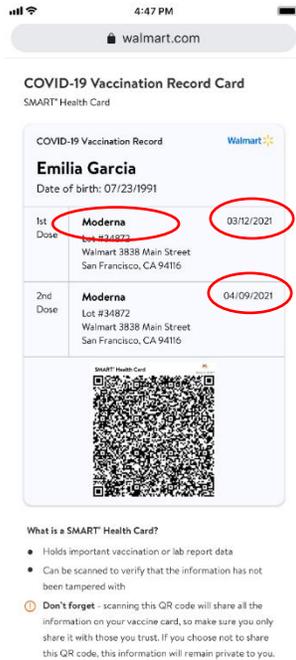
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Vaccination Documentation

If a patron is vaccinated but does not have an issued vaccination card, we will accept documentation that can attest to:

- 1) vaccine name (must be WHO-approved)
- 2) appropriate number of doses (2 for all except Janssen/Johnson&Johnson)
- 3) appropriate date of dose(s) (last shot was 2 weeks prior to today's date)

Examples of documentation include the Common Pass, CVS app, MyChart health records, Walmart app, email confirmation, Veteran's Administration paperwork.

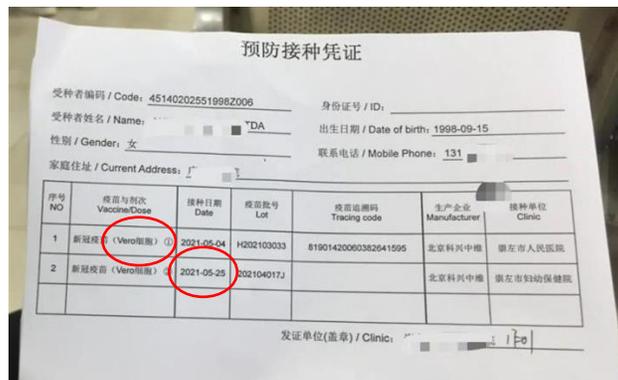


International Vaccination Cards

We accept all World Health Organization (WHO)-approved vaccines.

If you aren't familiar with the language on a patron's vaccine card, try to find the name of the vaccine (Pfizer, Vero, SinoVac, etc.) and the numerical dates of the doses.

Be aware that some countries notate dates differently than in the US, with the date preceding the month, for example September 12th being noted as 12/9/21 instead of 9/12/21.



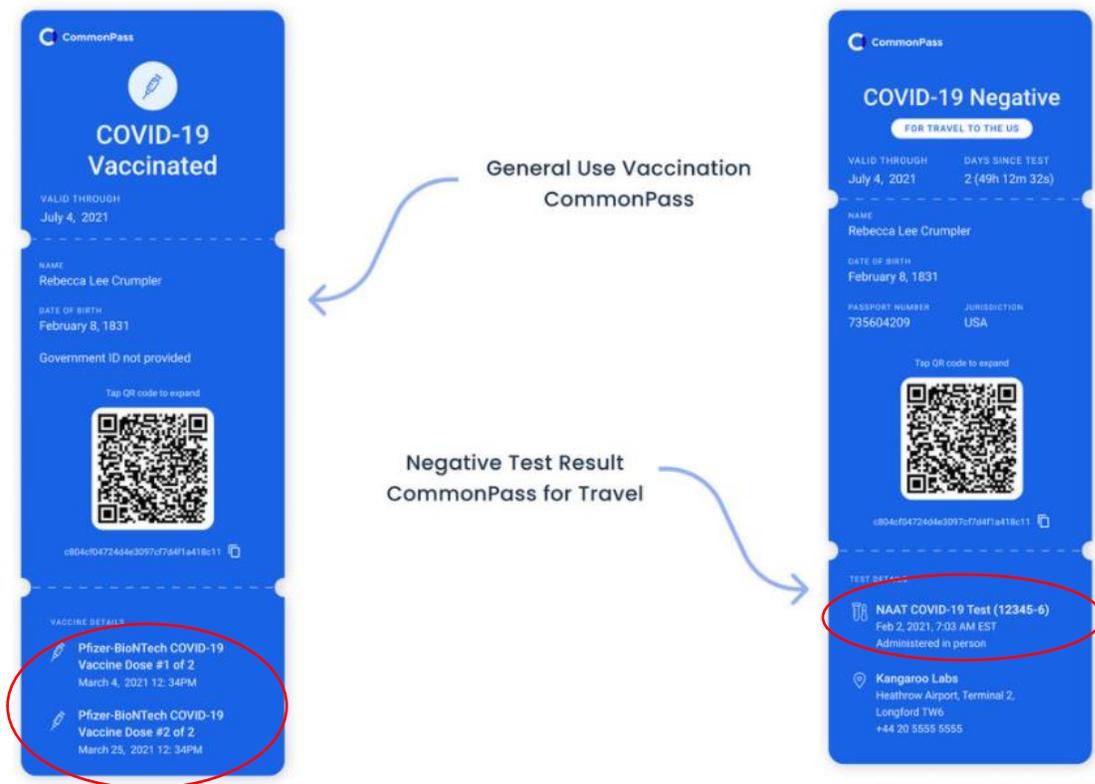
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COVID App Passes

There are a number of mobile applications that verify COVID vaccination or testing being developed by various states, cities, and individual organizations.

As of 9/17/21, The Calderwood Pavilion accepts only Bindle and Excelsior passes without further verifying vaccine name, doses, and dates.

Patrons may present other passes, such as the Common Pass, Clear Pass, or college/university apps. For any passes except Bindle and Excelsior, vaccine checkers should verify vaccine name, date, and doses as if the patron were presenting any other format of COVID Documentation.



Troubleshooting Unknown COVID App Passes

If the app does not show the information needed for verification, ask the patron if the app stores a copy of their vaccination paperwork.

Some apps will show a QR code—staff are not expected to attempt to scan QR codes on their personal devices. Some of these codes are meant to be scanned by specific apps and will not scan on a cell phone.

If the patron has no other way of accessing vaccine information (such as a photo of the card), call the Crowd Attendant to scan the QR code.

Bindle

In an effort to safely and efficiently verify compliance with COVID protocols we have partnered with Bindle, a health status app that helps you feel safe going into shared spaces again. Individuals can safely store COVID-19 test results and vaccine records in their Bindle wallet, which transforms them into entry passes that can be used to access events and locations. Bindle technology is designed in such a way that your personal health data is kept strictly private. You have complete control of your health data – Bindle and the event venue don't see it or store it.

Bindle works in two ways, *My Certificates* and *My Passes*.

Bindle Certificates

My Certificates allow patrons to save a copy of their vaccination card or test result in the app. They can open their documentation by clicking on the blue “attachments” icon. Vaccine checkers will look for the name of the vaccine and dates just like any other card.

Bindle Passes

My Passes show that a person's documentation in Certificates is up to the standards of a specific venue.

Certificate + Specific Venue COVID Standards = Pass

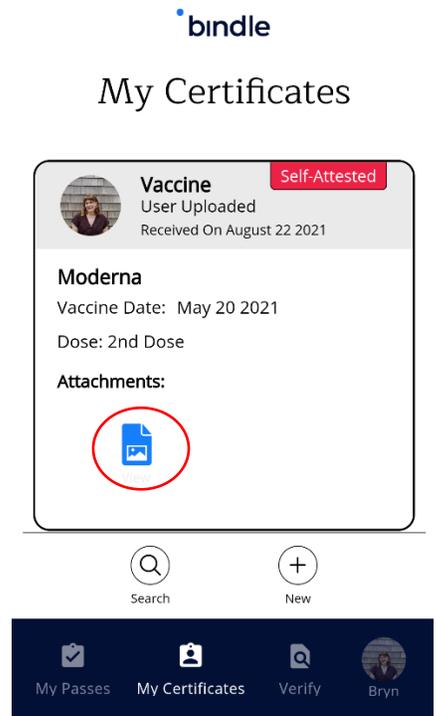
When a patron has correctly uploaded their documentation in Certificates and created an Entry Pass for the Calderwood Pavilion, they will show you this and no further verification is required. Make sure the screen displays a fluid flashing motion along the lines in the background—this animation is to ensure that a patron is presenting a Bindle Pass in the app instead of a screenshot.

Creating a Bindle Pass

Some patrons are justifiably confused by the difference between a Certificate and a Pass.

To help a patron create an Entry Pass for the Calderwood Pavilion, have them complete the following steps

1. Click on “My Passes” in the bottom left corner.
2. Click on “Search” in the bottom left corner.
3. Enter Calderwood, Huntington, or BCA until Calderwood Pavilion at the BCA pops up.
4. Select the venue and wait approximately 5 seconds for the Pass to generate.



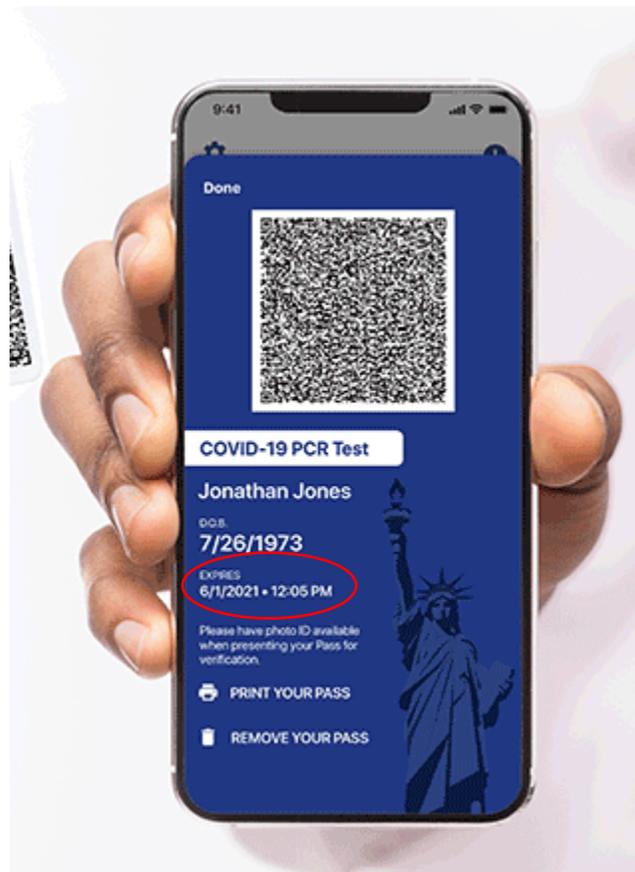
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New York Excelsior Pass

The state of New York has created an app for digital proof of vaccination or negative test results for individuals who were vaccinated in the state of New York. The app verifies vaccination or testing information with state records and does not store or display any copies of COVID documentation.

The QR code does not need to be scanned to be verified.

Vaccine checkers do not need to identify vaccine information (name, doses, dates), only the expiration date.



Instructions for Crowd Attendant

This is all new information for everyone. Please be proactive in your assistance to folks who look confused or lost.

Vaccine questions should never be sent to the Box Office staff unless they have decided to exchange their tickets to a digital option or another performance date.

The Crowd Attendant will discuss options with the patron, starting with troubleshooting accessing their COVID documentation, then discussing attending another performance, watching the digital stream, or finally offering to sell a rapid antigen test at cost (\$14).

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Masks

Masks are required for all patrons, staff, and volunteers in the Calderwood Pavilion, regardless of vaccination status. If they do not have a proper mask, our Crowd Attendant will provide a 3-ply procedural mask with adjustable nosepiece, free of charge. You should always offer a fresh mask to folks who don't meet the requirements outlined below.

Intermittent mask checks are conducted by each theatre's head usher to ensure patrons remain properly masked throughout the duration of the performance.

All of our guidance is pulled directly from the CDC. *Masks should cover the nose and mouth and be made of multiple layers of tightly woven fabric and should not have gaps around the nose or side of the face, valves, or be made of thin or single-layer fabric. Masks should not be wet or dirty.*

DO choose masks that:



Have two or more layers of washable, breathable fabric



Completely cover your nose and mouth



Fit snugly against the sides of your face and don't have gaps

**Special Considerations:
Gaiters & face shields**



Wear a gaiter with two layers, or fold it to make two layers



A face shield is not an acceptable replacement for a mask. Patrons are welcome to wear a face shield over a mask if they prefer.

Frequently Asked Questions

Why is the venue requiring vaccines?

The Huntington is committed to creating a safe & healthy space for all patrons, staff, & artists.

What types of verification are we accepting?

Forms Accepted: Card, Photo of Card, Digital Health Record, Bindle app, Proof of Negative PCR within 72 hours, Antigen within 24hrs, No Antibody Tests

What is Bindle?

Bindle is an app that securely stores the record of your vaccine card or negative test results. It makes entry into the Calderwood quick and easy. It also verifies compliance with venue-specific COVID protocols without revealing any personal health information regarding vaccination or testing.

What happens if someone isn't feeling well?

If on the day of the performance you are experiencing any COVID symptoms, please stay home and contact ticketing services for more information about exchanges or digital viewing options. All Huntington tickets come with digital insurance, and any ticketholders who would rather not see a performance in person for any reason, can easily exchange their in-person tickets for a specially recorded version of the play.

Will the performers wear masks on stage?

The actors will not wear masks while on stage during the performance. The City of Boston requires 6 feet of distance between performers and audience members. Otherwise, masks are required of everyone at all times throughout the building.

When will this end?

Our current protocols are in place until December 31st, 2021. We are closely following the CDC guidelines and will update our policies accordingly.

Has The Huntington upgraded the Calderwood Pavilion's air filtration system?

Yes, the Calderwood Pavilion HVAC system has been upgraded with MERV-13 filters and our air changes per hour exceed standards for performance spaces.

Will concessions be available at the theatre?

We will not be offering concessions at performances for the time being and apologize for the inconvenience.

Why aren't you checking photo IDs with vaccination paperwork?

- We have some individuals within our company who have names that don't match their IDs. We can only imagine that is true for others in the community.
- Someone who chooses to fake a vaccine card or present one dishonestly could also have a fake ID.

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- The Bindle app developers felt strongly that requiring ID to upload vaccine status was inequitable and also would make people potentially nervous to be sharing that info in an app. So presenting Bindle or presenting you card are aligned in requirements.
- Requiring a government ID for an audience member who might not have a government ID felt like a barrier to make the arts available and accessible to all, especially since anyone can get a COVID vaccine or buy a ticket regardless of citizenship status.
- We had to create protocols in the absence of government support but in response to audience/staff/artist desire, comfort, and safety. It would be easier for us to have more rigid or regulated requirements if we had any governmental directive or support. If we
 - had the support of the state in the way NYC theaters have, it would be easier to roll out a consistent and easier to enforce/maintain policy.

A question or a verification that you cannot identify: That is a great question. I'm going to have one of our managers come over to assist. Please wait here for just a moment. [Call for the House Manager or Crowd Attendant on radio]

Other Thoughts

It is important to maintain a welcoming and safe experience for patrons coming to the Calderwood; being stopped at the door regarding COVID policies can make a patron feel excluded, uninformed, or ostracized. We encourage all of our staff to approach each situation with openness and positivity. If the situation starts to escalate, please ensure the patrons that we will work with them to find a solution and call the Crowd attendant for assistance.

Overall, we have received very positive feedback that our policies make patrons feel safe to return to the theatre. Patrons over all are extremely grateful for the work we are doing, and it is because of our hard work that we are all able to enjoy the theater again! Thank you!