COVID-19 Safety Verification
Patron Data

- 73 patrons had no proof of vaccination or negative test
- 19 Patrons were not able to enter the theatre
  - 9 patrons decided to leave on their own
  - 9 patrons exchanged into other dates
  - 1 party exchanged into a streaming option at the window
- 32 Onsite Rapid Tests Administered (none of which were positive)
- 22 Patrons needed assistance finding proof of vaccination on their smart phone
- 3 cases of hostile patrons

The Huntington began performances on August 27th, 2021

Total Patrons: 7,407
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.

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.
Please make sure each individual masks meets the following requirements:

- 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
- 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.
Checking Vaccine Documentation

Accepted:

- COPY OR PHOTO OF VACCINATION CARD
- NEGATIVE PCR TEST WITHIN 72 HOURS
- NEGATIVE ANTIGEN TEST WITHIN 24 HOURS
- BINDLE APP ENTRY PASS
- NEW YORK EXCELSIOR PASS

Not Accepted:

- ANTIBODY TEST
- APPS OTHER THAN BINDLE AND EXCELSIOR
Hello, welcome to the Calderwood! May I see your proof of vaccination or negative test result?

Patron presents Vax Card:
- Confirm: WHO Approved Vax
  - Correct # of Doses
  - Valid Shot By Date
- Thank you! Your tickets will be scanned at the next door. Enjoy the show!

Patron is unaware of COVID policies and does not have Vax Card or Test Result:
- Patron is not vaccinated or tested
- Patron is vaccinated or tested, no Covid Documentation

Patron presents Test Result:
- Confirm:
  - Within 24h for Antigen Test
  - Within 72h for PCR Test
- Thank you! Your tickets will be scanned at the next door. Enjoy the show!

Help patron access Covid Documentation via email, digital health records such as MyChart, CVS App, Walmart App, having someone at home send a photo of the document, etc.

Offer patron access to the Digital Stream (Huntington shows only) or offer an exchange:
- Offer at-cost COVID Test for $14

Call Crowd Attendant:
- Patron cannot access documentation
Checking Vaccine Documentation

COVID-19 Vaccination Record Card

VA Immunizations

END OF MY HEALTHCARE PERSONAL INFORMATION REPORT
The Huntington accepts all World Health Organization-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.
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.

*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.

**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.
Verifying Testing Documentation

Results from a PCR Test

<table>
<thead>
<tr>
<th>Type of Test</th>
<th>Valid Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCR/Polymerase Chain Reaction/Molecular Test</td>
<td>Within 72 hours of curtain</td>
</tr>
<tr>
<td>Antigen Test</td>
<td>Within 24 hours of curtain</td>
</tr>
</tbody>
</table>

Results of an At Home test with Time Stamp
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!