



Health & Safety Protocols

Box Office & Ticket Sales

- Ticket orders can be placed over the phone or online through the OOH website and patrons will be requested to print their own tickets or use their mobile device
- “Will call” service at the time of the performance is not recommended.

Intermissions and Washroom

- There will be no traditional intermission, but there will be a brief break between Act 1 and Act 2 to allow the actors to refresh.
- House lighting will remain partially on to allow audience members to safely use the washrooms during the performance. It is not necessary to wait until the between Act 1 and Act 2 of the play.
- The concession will be closed for food and beverage service.

Seating and Entrance/Exit

- There are three entrances and five exits:
 1. back doors off the main parking lot closest to the Library is entrance A
 2. back doors off the main parking lot closest to West Street is entrance B
 3. main doors is entrance C
 4. doors on the south side of the building closes to West Street is entrance D
 5. doors on the south side of the building closest to the Bus Stop is Entrance EA preshow email will be sent to all patrons with information about entrances and exits to accommodate larger audiences as the theatre opens to full capacity.

The Province has granted permission for performing arts centres to have up to 100% of their capacity with wearing masks while in the theatre and proof of vaccination presented before entering the theatre.

For our Patrons:

Beginning September 22nd, 2021: The Province has implemented a vaccine requirement for all individuals entering performing arts centres.

All visitors to the OOH will be required to show proof of double vaccination (second dose received at least 14 days prior to visit) or a letter stating a medical exemption, with the following exemptions: Children under the age of 12

Proof of Vaccination

One of the following documents must be provided to confirm proof of vaccination:

- An Ontario vaccination receipt from a vaccine clinic (printed copy)
- A vaccination receipt signed by an Indigenous Health Provider
- An Ontario Ministry of Health vaccination receipt received by email following your appointment (digital or printed copy)
- Downloaded vaccination receipt from Ontario's provincial booking portal
- A vaccination receipt from another jurisdiction that shows the holder is fully vaccinated against COVID-19

Identification Documents

Supporting identification documents must be presented that show the name and date of birth of the individual:

- Birth certificate
- Citizenship card
- Driver's license
- Government (Ontario or other) issued identification card, including health card
- Indian Status Card/Indigenous Membership Card
- Passport
- Permanent Resident card.

Medical Exemptions

Written medical exemptions must include the following:

- First and last name of the person with the medical exemption
- The physician or registered nurse's information including:
 - Name and contact information of physician or registered nurse
 - Logo or letterhead identifying the physician or registered nurse
- Statement that there is a medical reason for the individual's exemption
- Effective time-period for the medical exemption

Process for Entering as of September 22, 2021

- Patrons are required to complete the facility entrance screening (like our current process)
- Patrons are required to present ticket if entering the audience or should be listed on the crew attendance record.

- Patrons must present either proof of double vaccination or medical exemption along with appropriate identification

Other things to note:

- Patrons will be advised that if they are not well, please stay home. (The OOH refund policy will be amended to include alternate options)
- Patrons are expected to arrive wearing a mask, and to keep their mask on for the entire performance
- Patrons are expected to take advantage of the multiple hand sanitizing stations within the building
- Patrons are expected to practice physical distancing upon arrival in the parking lots at the OOH and as they approach their designated entrance
- Patrons are expected to follow physical distancing guidelines as clearly marked outside and inside the building
- Patrons are expected to follow all directions provided to them by OOH from the time they arrive at the OOH until departure
- Patrons are expected to print their tickets at home as printed tickets as this will allow for limited lines at the “will call”