COVID-19 PROTOCOLS – OMICRON

Updated January 4, 2022

Due to the recent increase in Covid-19 Omicron variant cases, the following protocols are now in place at RiverCenter.

Box Office Hours:

Due to the prevalence of the Omicron variant in our community, and for the health and safety of our customers and employees, in-person box office hours will be limited to Monday-Friday, noon-4:00 PM. Please use the Broadway entrance and call 706-527-2223 upon your arrival to be admitted by Security.

Tickets may also be purchased by phone Monday-Friday, 10AM-5:30 PM, by calling 706-256-3612, by email at boxoffice@rivercenter.org, or online at rivercenter.org (convenience fees apply).

General Safety Precautions:

• Face coverings are required and must be worn properly, covering the nose and mouth, for the duration of time spent in RiverCenter, unless actively eating or drinking.

• Access to the RiverCenter lobby is restricted. Use the Broadway entrance and contact the Security Office at 706-527-2223 to be admitted.

• If you are entering RiverCenter for a meeting or for work, please utilize the hand sanitization stations and sign in (and out) at the Security desk.

• In-person box office hours are Monday-Friday between the hours of noon and 4:00 PM. Call the Security Office, 706-527-2223 to be admitted to the lobby.

Tickets may be purchased by phone by calling 706-256-3612 Monday-Friday from 10AM-5:30PM, or emailing boxoffice@rivercenter.org.

• Water fountains will be temporarily disabled.

• Social distancing is encouraged in restrooms.

Please do not enter the building if you have been in contact with anyone who tested positive with Covid-19 over the past 10 days, or if you are experiencing any of the following symptoms: Fever, cough, headache, fatigue, shortness of breath or other respiratory symptoms.
These protocols will be adjusted as needed to stay in accordance with recommended guidelines from local and state officials, the CDC and the DPH (Department of Public Health).

Employees:

- Employees are required to be masked in public areas of the building and when in contact with other employees. (Additional protocols extend to production and backstage employees, please request a copy from the technical staff.)

- Hand washing/hand sanitization protocols should be observed.

- Utilize the UV sanitizer, available at the Security Office, or utilize bleach wipes and/or disinfectant to sanitize your workspace frequently during the week.

- Minimize your in-person exposure to co-workers when possible. This includes utilizing video meetings or working remotely when appropriate, as approved by your supervisor.

- Get your vaccine booster shot! All employees should be fully vaccinated, and a booster shot greatly increases your protection from the Omicron and other variants.

- Report symptoms and/or exposures to your supervisor immediately.

- If you experience symptoms, free PCR testing is available through the Department of Public Health Monday-Friday from 9AM-1PM at the Civic Center. You must register for a time online. PCR testing is also available at local pharmacies, such as CVS and Walgreens.

PCR testing is the “gold standard” for Omicron. While at-home tests will detect the virus, they are not as sensitive to the Omicron variant, so there is a greater chance of a false negative test result than with previous variants.