



Tropic Cinema

COVID – 19  
Reopening Plan

# Tropic Cinema Employee & Volunteer Health and Safety Precautions

We have implemented the following changes to ensure the safety of our staff:

1. Hands-free sanitation dispensers installed:
  - Two in box office area
  - All theater entry and exits
  - Restrooms
  - Concessions areas
2. Health questionnaire at sign in station requiring staff to self-report any symptoms or contact with individuals who have contracted COVID-19
3. During sign-in employees & volunteers are administered a temperature check via touchless thermometer.
  - Temperatures must be below CDC recommendation of 100.4\* and asked to not return for 14 days with a negative COVID test.
  - Temperatures will be logged for contact tracing
4. All employees & volunteers are required to wear masks during their entire shift. Masks will be supplied by the Tropic Cinema.
5. Masks must be worn correctly – covering the nose at all times.
6. Gloves are supplied by Tropic Cinema in concessions area and must be worn during the duration of the shift.
7. All employees & volunteers must be trained on new procedures and policies before allowed to work a shift.
8. Schedules for employees & volunteers will be made with consideration with occupancy rules to allow the least amount of people in the building at a time.
9. Remote work will continue for all administrative employees.
10. Public interacting staff & volunteers will be assigned specific roles that they must not deviate from in order to reduce risk of infection, e.g. assigning one individual to food handling/distributing, one individual to be the sole POS operator, and another individual to check tickets.
11. Minimize contact between employees & volunteers to reduce large group gatherings.
12. Leave-at-door protocol established for all deliveries to facilitate no-contact.



# Tropic Cinema Guest Health and Safety Precautions

We have implemented the following changes to ensure the safety of our patrons:

1. Shifted to online & phone ticket sales for all events.
  - Box office limited for in-person sales to eliminate crowding and contact.
  - Digital tickets can be stored in your patron's email, photos or messenger apps.
2. Single point of entry established for all patrons including waiting outside the theater until designated usher helps you in.
3. Upgraded to touchless credit card payment option – if patron's credit card allows.
4. Created one-way circulation path through theaters.
5. Patrons are asked to wait and maintain social distancing while staff assist those ahead of the line or those with needs. An usher will lead you to the next station.
6. Patrons are required to wear facial coverings when inside the venue, if a patron arrives without a mask they will be asked to purchase one from the Tropic.
7. Masks are required to be worn inside the theater unless eating or drinking.
8. Installed hands-free sanitizer stations throughout the venue in highly trafficked area, including the main trance, auditoriums interiors, and lobby.
9. Disinfecting wipes made readily available throughout the venue.
10. Limited restrooms to one patron at a time in the restroom.
11. Tropic Cinema has removed all unnecessary objects to limit bottlenecking and surface transmission including:
  - Kiosk
  - Extra seating and tables
  - Ticket stub collection bin
12. Plexiglas installed at all high-contact areas.
13. Upon concessions purchase, items will be placed on tables for patrons to pick up.
14. Popcorn refills suspended.
15. Access to self-serve items such as popcorn flavorings are restricted.
16. Screenings are limited to one a day.
17. CDC signage emphasizing measures to stop the spread of germs and exercise social responsibility will be posted throughout the venue in heavily trafficked areas.
18. Limited seating in lobby.
19. Prior to and while open, patrons are educated about required health and safety protocols and why they are important to Tropic Cinema.



## Public Health Interventions and Industry-Wide Safeguards

The following are Monroe County requirements we have implemented:

1. Implemented deep cleaning with disinfection during all operating hours with comprehensive cleaning and disinfection afterhours and prior to opening each day.
2. Installed required CDC signage in all high traffic areas and in multiple languages, including but not limited to:
  - “Stop the Spread of Germs”
  - “Symptoms of Coronavirus”
3. A written document is signed by all employees acknowledging they have read, understood, and agreed to the guidelines established by the cinema in accordance with Monroe County, CDC, DOH, and WHO guidelines.
4. Director continues to be present in conversations by the National Theater Association Organization and CiNESAFE on all health and safety guidelines.
5. Protocol established for director-level staff to alert the Florida Department of Health and Monroe County if an infection is reported by staff, volunteer, or patron.
  - Phone numbers for both entities are in the Director’s office.



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## Auditorium & Restroom Adaptations

We have implemented the following procedures in our auditorium and restrooms to ensure the safety of our staff and patrons:

1. 6' separation maintained in auditorium:
  - Every other row empty
  - All middle seats blocked off to prevent patrons from walking past others in the same row
  - Seats are in pods of 4 so that quarantine pods up to four can sit together
  - Only members in the same quarantine pod can sit together
  - 4 seats between pods of 4 empty seats
2. Created a circulation path inside the auditorium that will walk patrons from one side when entering to the opposite while exiting
3. Onscreen video plays prior to each screening used to educate patrons on safety protocols provided by CINESAFE.

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## Venue Sanitation

After reopening, the following surfaces and objects listed below will be regularly disinfected using approved-products

1. Public areas (lobby, hallways, auditoriums, concessions)
  - Door handles and handrails
  - Handrails for stairs
  - Concessions countertops
  - Tables and chairs
  - Soda dispenser
  - Telephones and point of sales terminals
  - Trash receptacles touch points
  - Lobby
  - Auditorium seat cupholders
2. Restrooms
  - Door handles, push plates, and stall door handles and locks
  - Sink faucets and counters, and toilet handles
  - Soap dispenser handles
  - Trash receptacle touch points



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## COVID – 19 Protocol Contacts

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