

## A NOTE FROM OUR EXECUTIVE DIRECTOR, CHANTELL GHOSH

### *"Make it a Kind Place." – Madison, The Garneau Block*

*The Garneau Block* was set to start its first public performances on March 14, 2020. On March 12, in response to public health concerns regarding the spread of Covid19, all gatherings of more than 250 people, or more than 50 people if seniors were expected to be present, were prohibited. This meant that every production at the theatre could not go ahead. As disappointing as this was, it was the absolute right choice. We are facing an unprecedented public health crisis. The only way to protect our community is to stand up against the threat as a community.

We have spent the last few days reaching out to patrons immediately affected by the closures and assessing the impact of our new reality on the immediate and long term planning at the theatre. We now know this situation is likely to continue on for weeks, if not months. The following productions/performances will be cancelled or postponed to a later date:

- *The Garneau Block*
- *Peter Pan Goes Wrong*
- *Audrey Ochoa*
- *After The Fire*
- *The Filharmonic*

There is no way to exaggerate the devastating blow this is to non profit arts organizations, including the Citadel. Prior to the prohibition, six-thousand tickets had already been sold for those impacted performances. In addition, our Foote Theatre School had busy Spring Break camps, a Young Company program in rehearsal for upcoming performances and dozens of events that have now also been cancelled or postponed.

Essentially every manner in which we earn revenue to support our programming is in jeopardy. We plan and invest in our productions for months, even years, prior to one ticket being sold. Our tickets are the only way we can recover some, but usually not all, of that investment.

It is our intention to bring as many of our postponed productions and performers to you as soon as it is safe to do so. We are in the process of making a Plan "B", (and sometimes "C" and "D") for when we are able to come back together to share great theatre. All of our plans need you to work. In order to ensure that the Citadel Theatre can weather this storm and continue to share stories that uplift, inspire, entertain and challenge, we need your help.

### To support the Citadel in this time of uncertainty we are asking;

- Please let your ticket for an affected performance sit as a credit in your account rather than requesting a refund; we will be back with amazing productions and performances, and you will be thrilled to get out and enjoy them when the threat has passed;
- If you don't think you will be able to join us for a future show, please consider turning your unused ticket into a tax deductible donation to the theatre;
- If you have had a camp or class cancelled, please join us for a new camp or class later this year;
- [Generously make a tax deductible donation\\* here.](#)
- Please consider purchasing a subscription for next season, it's a great one - and your investment allows us to meet our commitments and continue planning for next year, even while this one has been temporarily halted.

We are reducing our hours and limiting our onsite staff. The best way to reach our box office team is by e-mail at [boxoffice@citadeltheatre.com](mailto:boxoffice@citadeltheatre.com) and by telephone at 780.425.1820.

These are challenging and unsettling times. Times made more difficult by our inability to gather and find comfort together. We thank you in advance for your continued support. We cannot wait to bring our productions back to the stage and to welcome you back to our theatre, a place of laughter, reflection, musical delights and community. A kind place.

Yours in the love of theatre and a healthy community



Chantell Ghosh  
Executive Director, Citadel Theatre