

# COVID-19 Extended Health and Safety Guidelines for Stage 3

## OVERVIEW

The purpose of this document is to provide extended information and guidelines for the safe reopening of The Burlington Performing Arts Centre in Stage 3 of the province of Ontario's reopening plan.

The Burlington Performing Arts Centre (hereafter referred to as BPAC) has initiated a phased resumption plan for the return of service. The BPAC Resumption Plan has 4 phases and serves as a framework for the resumption of service. During Phase 3, BPAC will resume public performances for audiences of up to **50** persons in each performance space indoors or up to **100** persons outdoors. As we move forward with the gradual resumption of services, it is critical to keep in mind that we will be constantly evaluating this process to ensure the safety of our staff, clients, and community members. Implementation will vary as restrictions are relaxed and occupational capacities are raised.

COVID-19 will require many changes to existing practices and procedures for live music venues. These changes are of paramount importance to ensure that members of the public, staff, and artists are made aware that their health is the top priority and most importantly to prevent any further outbreaks of COVID-19. The guidelines that follow will touch on every aspect of BPAC's business. All measures outlined within this document are an incremental addition to existing practices and procedures already in place.

### Gathering Limit Regulations

Under the [Reopening Ontario Act – Stage 3 Orders](#), organized public events and gatherings will be limited to a maximum of 50 members of the public/spectators indoors and 100 members of the public/spectators outdoors with the following restrictions

- Indoor capacity limits apply to events that are fully or partially indoors. Indoor events and gatherings cannot be combined with an outdoor event or gathering to increase the applicable gathering size.
- The number of persons permitted shall be limited so that every member of the public is able to maintain a physical distance of at least two metres/six feet from every other person outside their household or social circle.
- All staff, performers, workers and others providing service for the event/gathering must maintain a physical distance of at least two metres/six feet from every other person, except:
  - if it is necessary for the performers to be closer to each other for the purposes of the performance or rehearsal;
  - where necessary to facilitate the purchase of admission, food or beverages; or
  - where necessary for the purposes of health and safety.
- Singers and players of brass or wind instruments must be separated from any spectators by at least two metres/six feet, **and** by an impermeable barrier (e.g. plexiglass or vinyl)
- The gathering limits and physical distancing requirements also apply to organized public events and social gatherings held within private dwellings.

## Gathering Limit Exceptions

- Indoor gatherings for the purposes of religious services, rites or ceremonies, and wedding ceremonies or funeral services are limited to up to 30% of the venue's capacity.
- Social gatherings associated with wedding, funeral or religious services, rites or ceremonies (e.g. receptions) must comply with Stage 3 indoor and outdoor gathering limits.
- Drive-in and drive-thru venues are not subject to gathering limits.

## Physical Distancing

Physical distancing means keeping a distance of two metres/six and-a-half feet from others. The capacity plan for each gathering space and performance location has been set by the following limitations below.

- Calculate the maximum number of attendees permitted according to current provincial regulations or physical distancing requirements, **whichever is less**. Limit the number of attendees accordingly.
  - The maximum number of patrons that should be permitted at any one time based on physical distancing requirements can be calculated as one person per two metres squared (2 metres square or 21.5 square feet) of publicly accessible floor space.
- Patrons or Guests who are of the same cohort or reside at the same residence are not required to physical distance.

## Contact Tracing

In order to assist Public Health Authorities in the tracking of a confirmed case of COVID-19 the following measures will be in place in advance to assist with contact tracing:

- The contact information for any staff member, worker, artist or visitor must be recorded daily, including: name, telephone number, date, and time of entry/exit.
- Contact information for members of the public who attend events will be gathered and made available through advance ticketing platforms, through on-site point of sale or through entry screening for non ticketed events.
- Records should be kept on file for 30 days, stored in a safe and secure location, and then properly disposed of to maintain the confidentiality of participants.
- If a patron is unwilling to share contact information, they will not be permitted to enter the facility.
- BPAC will obtain an individual's consent and notify them about the purpose and legal authority for the collection.
- Information about attendees will only be requested by Ontario Health Services if a potential exposure occurs onsite.

## WORKER HEALTH AND HYGIENE

Because COVID-19 is a highly contagious virus with only moderate levels of testing and no currently available vaccine, workers and volunteers must diligently address the health risks of working in the close confines of many event spaces.

### Staff Training

Communication is essential for the safe and effective implementation of BPAC'S reopening plan. Training is encouraged for all new measures implemented in each employee's area of specialization. Training and orientation sessions will be required in advance of reopening. While training may vary by department, it should include the following at minimum:

- Presentation of all new measures and policy as it pertains to the COVID-19 Reopening plan and site orientation.
- COVID-19 awareness training, including symptoms, transmission, and best defenses.
- Effective personal hygiene information and effective hand washing training.
- Relevant PPE training including proper use, fitting and disposal of: Masks, Face Shields, and Gloves.
- Enhanced cleaning and sterilization methods including new guidelines.
- WHIMS orientation for new chemicals in use (if required.)
- Protocols for confirmed COVID-19 infection of artists, staff, or the public.
- Procedures to escalate COVID-19 health and safety concerns to Management.

### Practices for Healthy Workers and Volunteers

All Staff, Workers, and volunteers are expected to exhibit model healthy behavior while on site.

- **Self Screening** - A worker or volunteer must practice self screening prior to arrival at work. If a worker exhibits symptoms of COVID-19 they must notify their supervisor and must stay at home.
- Stay at home when you are sick, except to receive medical care.
- **Physical Distancing** - Public health guidance stresses that whenever possible, everyone should leave at least *six feet (about two meters)* between themselves and the person closest to them.
- Cover a cough or sneeze with a tissue and safely discard the tissue, if no tissue is available cough or sneeze into your sleeve. Always wash your hands immediately following a cough or sneeze.
- **Touching Your Face** - Workers should avoid touching their eyes, nose, or mouth as much as possible.
- **Hand Washing** - Frequent hand washing with soap is vital to help combat the spread of any virus. When a sink is available, workers should wash their hands for twenty seconds at least every sixty minutes, and dry thoroughly with a disposable towel or dryer. As an alternative measure, workers may use sanitizer containing at least 60% ethanol or 70% isopropanol when a sink is not available.
- Workers should also wash their hands at the beginning and end of each shift and break, after using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, or drinking.
- Follow posted occupancies of offices, dressing rooms, bathrooms, and utility rooms.

### Personal Protective Equipment ("PPE")

For workers, PPE to minimize the risk of exposure to coronavirus is as necessary as it is for patrons. Employers should ensure that in addition to face coverings and gloves, workers and volunteers have PPE appropriate for their work. Rental clients and independent contractors shall provide their own PPE.

- **Gloves** - Gloves are not a substitute for regular hand washing. Gloves made of vinyl or similar non-absorbent material that allows fine motor function without possibility of contaminating the wearer's hands should be worn when conducting health checks on workers or patrons, when handling tickets, or when using cleaning or disinfecting products.
- **Face Coverings** - In accordance with BPAC policies and local bylaws, it is a requirement for all staff, workers, volunteers, and patrons to wear a face physical respiratory protection such as a cloth face covering anytime while present on BPAC Property. A face covering must fit snugly over the nose and mouth of the wearer.
  - Putting on a Non-Medical Mask
    - Ensure you are using an approved face covering approved for use by the center.
    - Wash your hands for at least 20 seconds with soap and water or approved hand sanitizer, immediately before putting on a mask.
    - Cover mouth and nose with mask.
    - Fit mask comfortably and snugly against the side of your face ensuring that there are no gaps between your face and mask.
    - Secure with ties or ear loops (depending on mask type.)
  - Precautions while using non-medical mask
    - Avoid touching your mask.
    - Avoid touching your face (eyes, nose, mouth, etc.)
    - Avoid unnecessary adjustments. - Perform hand hygiene practices before adjusting.
    - Do not share your mask with others.
  - Removing Non-Medical Masks
    - Wash your hands for at least 20 seconds with soap and water or approved hand sanitizer immediately before removing mask.
    - Start removing mask by the ties or ear loops. Do not touch the front of the mask. Always assume the front surface is contaminated.
    - Avoid touching your face (eyes, nose, mouth, etc.)
    - If using a disposable mask, place in an approved disposal location and wash hands immediately after.
    - If using a reusable mask, place directly into a washing machine or a bag that can be emptied into a washing machine. Wash your hands immediately after removing or handling the mask. A nonmedical reusable face covering should be cleaned regularly, preferably after each day's use.

### Practices for Sick Workers and Volunteers

Workers and volunteers must notify their supervisor and stay home from work if they have symptoms of acute respiratory illness consistent with COVID-19 – Such as fever, cough, chills, muscle pain, headache, sore throat, or shortness of breath (that is not explained by another medical or allergic condition.)

- **Symptomatic Workers** - If a worker exhibits symptoms of acute respiratory illness upon arrival to work, or becomes sick during the day, their supervisor must separate them from other workers or building occupants and send them home immediately.
- **Documentation** - The supervisor should document the circumstances of the worker's illness to help with contact tracing, as applicable.
- **Contact with Symptomatic Workers** - Because one can carry COVID-19 with no symptoms at all, anyone who has been in close contact with a person known to have had the virus, or whose family or friends show signs of exposure, should behave as if they are infected, isolate themselves, and contact their physician.

- **Returning to Work** - Workers with symptoms of acute respiratory illness associated with COVID-19 may return to work after (a) home isolation for 14 days since their first symptoms or positive test, and (b) medical authorization.

### Responding to Confirmed Cases Of COVID-19

If a worker is confirmed to be infected with COVID-19, their supervisor should immediately notify the local public health authority.

- Determine what areas of the venue were visited, used, or impacted by the infected worker (the “Impacted Areas”).
- Assess whether the worker’s role put them within six feet (two meters) of other workers or patrons, including whether their duties create specific transmission risks such as food handling, bartending, or ticket checking.
- Work with the local health department to determine which other workers had close contact with the infected worker (the “Impacted Workers”).
- Notify the Impacted Workers that they may have had contact with an infected individual and encourage them to monitor their health and report any concerns to their healthcare provider.
- Any worker who tests positive for COVID-19 should remain in home isolation for not less than 14 days after symptoms begin. The worker should follow health authority guidance.
- Impacted Workers who have been in close contact with a person who tests positive or who have spend time in any of the impacted areas, but who are not presently symptomatic or suffering a fever greater than 100.4 F/38.0 C, should not come to work for 14 days after their last close contact, and quarantine themselves. During quarantine, they should watch for symptoms of COVID-19.

### Staff Assigned to Cleaning and Disinfecting Activities

- While close contact with an infected person remains the primary means to contract the illness, evidence suggests the virus can remain viable on various surfaces for hours to several days. Enhanced cleaning and disinfecting are key preventative measures to reduce the risk of contracting the illness from surfaces.
- The following are important safety and efficacy considerations for the process of cleaning and disinfecting (workplace specific Safe Job Procedures may be developed):
  - Where possible, choose a product that cleans and disinfects at once. If this is not possible, soap and water can be used first, then an approved disinfectant can be used.
  - Disinfectants must be approved by Health Canada as hard-surface disinfectants and have a Drug Identification Number (DIN). This applies to soap/disinfectant multi-purpose products as well.
  - Products must be mixed and used following manufacturer instructions. **A notable consideration for disinfectant products, is the required contact time to kill germs.**
  - Many cleaning products are corrosive; skin and eye contact are to be avoided. Impervious gloves and eye protection are often required, depending on the product and how it is used.
  - Use cleaning products only in well ventilated areas.
  - Refer to the label, safety data sheet and department Safe Job Procedures (if applicable) prior to use.
  - High traffic touch points (doorknobs, handrails, elevator buttons, light switches, faucet handles, fuel pumps, etc.) should be disinfected 3 times per day. Shared surfaces **must** be disinfected between users.
  - Thoroughly wash your hands with soap and water (20 seconds) after conducting cleaning

and disinfecting activities. Where soap and water are not available, use approved hand sanitizer (e.g. alcohol-based >60%).

### Building Ventilation

- If mechanically possible outdoor fresh air supplies should be increased to all occupied areas of the building.

### Pandemic Related Supplies

- Pandemic related supplies are distributed out of one centralized location during this time. Supplies are limited due to global supply challenges and we are placing orders based on current or anticipated needs.
- **In order to ensure appropriate allocation of limited supplies, requests for pandemic related supplies are to be made by notifying the Operations Manager.**
- The following are identified as pandemic related supplies and are being carefully managed due to market supply challenges: hand sanitizer, disinfectant wipes, disposable gloves (medical and general purpose), N95 respirators, disposable gowns, disinfectant concentrates, ready-to-use (RTU) disinfectants, safety glasses, safety goggles, and face shields. In many cases, larger packages have been broken down into personal packages to enable us to issue to individual workers.
- General cautions for alcohol-based hand sanitizers: These products are highly flammable and due to the increased use and stock in the workplaces including offices, this hazard should be kept in mind. Keep these products away from all heat and ignition sources.

### First Aid

If you are a designated first aider, screen all staff that require first aid while maintaining 2m distance. Ask them if they are experiencing any symptoms that may be related to COVID-19 (e.g. cough, difficulty breathing, fever, etc.), have been in close contact with a known or probable case of COVID-19, or if they have travelled out of the country in the last 14 days:

- If they screen **NO**, where feasible, coach the patient on how to self care and show them where the supplies are and how to use them.
- If they screen **NO** and require assistance, you may make patient contact to assist only when wearing medical gloves and safety eyewear.
- If they screen **YES**, do not approach the patient unless critical intervention is needed, continue to monitor and assist from a distance. If more care is required, call 9-1-1.
- If 9-1-1 is called, always ensure dispatch and first responders are made aware of screening status.
- If you need to approach a patient that requires critical intervention, that has screened YES, wear medical gloves, protective goggles and a surgical mask. If a second mask is available; if it can be tolerated and won't inhibit the care required, ask the patient to wear it.
- Remove PPE safely
  1. Remove gloves and safely discard.
  2. Perform hand hygiene.
  3. Remove goggles.
  4. Remove mask using straps (**do not** touch the front) and safely discard.
  5. Perform hand hygiene.
  6. (Reusable goggles must be safely disinfected and returned to the first aid station.)

## SANITIZING AND CLEANING

It is possible for a person to get COVID-19 by touching a surface or object that has the virus on it, and then touching their mouth, nose, or eyes. The virus can survive on various surfaces up to 72 hours. Commonly used cleaners and disinfectants are effective and can easily inactivate the COVID-19.

Staff are to be trained on the proper use of cleaning agents and disinfectants, including required disinfectant contact times (amount of time that the product will need to remain wet on a surface to achieve disinfection). Understand safety precautions and requirement for use of mask, gloves, or additional PPE.

**Do not perform cleaning tasks unless you have been instructed to in how to do so safely and you have authorization**

### Types of Cleaning and Disinfectant Methods

#### Cleaning

- Cleaning breaks down grease and removes organic material from a surface
- Cleaning is done separately before using disinfectants
- Cleaning must always be the first step to remove dirt and debris from a surface and is necessary for a disinfectant to be effective
- Clean with a detergent, water, and friction and clean from least contaminated to most contaminated areas

#### Disinfectants

- Disinfectants are applied to a clean surface in order to kill disease-causing germs and viruses.
- Disinfectants must have a drug identification number (DIN) if approved for use in Canada (common household bleach and isopropyl alcohol are the only exceptions)
- Always follow manufacturer's instructions for use (MIFU). Read label for direction on: dilution and mixing, personal protective equipment (PPE) needed (e.g., gloves, goggles), surfaces appropriate for use, contact time, efficacy on specific organisms, and rinsing requirements
- There are a variety of disinfectants in the market. Choose a disinfectant that is compatible with your surfaces and with contact times that fit your needs
- Check the expiry date. If a product has expired, do not use. Do not use antiseptic wipes and other products intended for skin (i.e. alcohol-based hand rubs) on surfaces

#### Cleaning and Disinfectant Wipes

- Disinfectant wipes combined cleaner and disinfectant in one solution
- Follow manufacturer's recommendations
- Wipes may become dry (improper storage or during use) due to fast drying properties before contact time is achieved
- Wipes are not recommended as a routine cleaning/ disinfectant tool, especially for heavily soiled surfaces
- They can be used for items that cannot be soaked and for small items that must be disinfected between uses
- Ensure the surface or item remains wet with the product for the required contact time (additional wipes may be needed)
- Wipes must be kept wet and should be discarded if they become dry

## Cleaning Steps

### 1. Prepare to Clean

- Review SDS for **ALL** chemicals you will be using, prior to use.
- Inspect PPE and ensure that is worn properly prior to use (visual inspection of gloves looking for holes and cuts. – You can also trap air in the gloves to check for holes.)
- Remove any obvious/loose debris and clean surface with soap and water or cleaning spray. – Use wet techniques (avoid generating airborne dust.)
- Scrub surface from least contaminated to most contaminated areas.

### 2. Apply Disinfectant

- Ensure that it has a Drug Identification Number (DIN.)
- Always follow manufacturer instructions regarding mixing ratios on product label. (See Chart Below)

### 3. Clean up

- Always follow manufacturer instructions on product label.
- Wipe down area.
- Dispose of soiled PPE and wipes/paper towels in an approved refuse location.
- Dispose of soiled PPE in an approved refuse location.
- Toughly wash hands with soap and water immediately after cleaning.

## Cleaning Products

Step	Disinfectant Product Used	Contact Time	Dilution w/ H <sub>2</sub> O	Hazard	Control
1	Saber Wipes (DIN: 02362589)	5 min	None	None under normal use	<ul style="list-style-type: none"> <li>• Use general chemical safe handling precautions when using product</li> <li>• Flush eyes with fresh water if contact with eyes</li> <li>• Wash skin with soap and water after contact</li> <li>• Do not ingest – do not eat or drink immediately after use unless you have washed your hands</li> <li>• Wipes only disinfect if the appropriate contact time is reached – let the product dry on surface – do not wipe off</li> <li>• Wear chemical resistant gloves (nitrile or other impervious) during prolonged use</li> <li>• Refer to SDS for detailed information prior to using any chemical.</li> </ul>
	Ultra Wipes (DIN: 02270935)	10 min	None		
	Virox 5 RTU Wipes (DIN: 02291193)	5 min	None		
	Oxivir TB Wipes (DIN: 2283530)	1 min	None		
	GermiCide 3 Wipes (DIN: 02317842)	3 min	None		
2	Vert-2-Go Saber Concentrated (DIN: 02362562)	5 min	1:16	Splash	<ul style="list-style-type: none"> <li>• Wear CSA approved indirect venting safety goggles for mixing* these products and tight fitting safety glasses during application</li> <li>• If contact with eyes, flush them with fresh water for at least 15 minutes</li> <li>• Mixing should occur where eyewash station can be accessed in no more than 10 seconds</li> </ul>
	Lavo Pro 6 Bleach (DIN: 02358107) Ratio according to Public Health Ontario** Applies to solutions that contain sodium hypochlorite at ~6% w/v	10 min	1:9**	Corrosive	<ul style="list-style-type: none"> <li>• Avoid skin contact - wear chemical resistant gloves (nitrile or other impervious) during use</li> </ul>
	Complete 12 (Bleach) (DIN: 02434180) Ratio according to Public Health Ontario*** Applies to solutions that contain sodium hypochlorite at ~12% w/v	10 min	1:22***	General Chemical	<ul style="list-style-type: none"> <li>• Wash skin with soap and water after contact</li> <li>• Do not ingest – do not eat or drink immediately after use unless you have washed your hands</li> <li>• Saber - Incompatible with alkalis</li> <li>• Use all chemicals in well ventilated areas</li> <li>• Review SDS prior to using any chemical</li> </ul>
				Other	<ul style="list-style-type: none"> <li>• Saber Concentrated – incompatible with alkalis</li> <li>• Bleach Products – store away from: acids (may form chlorine if mixed); reactive metals (may form hydrogen gas); amines and ammonia (may form explosively unstable compounds)</li> <li>• Bleach Products – do not use on aluminum or silver</li> <li>• Bleach solutions become ineffective at disinfecting after 24 hours</li> <li>• Bleach solutions must contain at least 5,000 ppm of sodium hypochlorite</li> </ul>
3	Virox 5 RTU Spray (DIN: 2239775)	5 min	None	None under normal use	<ul style="list-style-type: none"> <li>• See above (Wipes Hazards/Controls)</li> <li>• Safety glasses recommended while applying products</li> </ul>
	Vert-2-Go Saber RTU Spray (DIN: 02362570)	5 min	None		
	Pine-Sol® Multi-Surface Cleaner-Disinfectant – Original (DIN: 02407140)	10 min	Use Full Strength		
	Dynakil Plus (DIN: 00608025)	10 min	1:125	Other	<ul style="list-style-type: none"> <li>• Wear chemical resistant gloves (nitrile or other impervious) during prolonged use</li> <li>• Virox RTU Spray – Incompatible with ammonia, bleach, and other chlorinated compounds</li> <li>• Virox RTU Spray – do not use on aluminum or silver</li> </ul>
	Vert-2-Go Disinfectant (DIN: 02357062)	10 min	1:143		

## Control Measures

Control measures are in place in all cases to eliminate infection from commonly touched surfaces when possible without compromising operational safety or accessibility.

- Areas that are high traffic touch points (doorknobs, handrails, elevator buttons, light switches, faucet handles, washroom fixtures, etc.) and shared surfaces should be identified and disinfected 3 times a day.
- The cleaning intervals of high touchpoint areas are to be logged on a facility cleaning checklist.
- The Building is fully cleaned and sanitized prior to each event. (All Floors, Workstations, Performance areas, Elevators, and Access hallways.)
- Events with extended durations may require additional cleaning.
- Employees must be trained in cleaning and disinfecting, including the safe use of chemicals.
- Cleaning supply stock is managed by the Operations Manager.
- The use of automated door openers is encouraged to reduce touch point interaction.
- All commonly used doorways will be propped open to reduce repeated interaction with touch points.
- The threshold for introduced fresh air in HVAC system is increased to reduce re-circulated contaminated air.
- All technical equipment and backline that is utilized during a rental is cleaned and sanitized after each performer interacts with the equipment.

## BUILDING ENTRY

Control measures are in place for all staff, volunteers, performers and patrons to gain entry to BPAC. These protocols are in place help mitigate the possibility of transmitting or contracting COVID-19.

### Venue Entry for Patrons and FOH Guests

- All Patrons and Visitors are required to wear a nonmedical face covering at all times when onsite.
- Entry will be denied to anyone who does not meet entry requirements or exhibits symptoms of COVID-19.
- Patrons will be required to enter at a designated entry location.
  - The entry location will have physical distancing markings on the ground to maintain distance protocols.
  - Ushers will be present to scan attendee tickets and provide information.
  - Visible print media displays will be easily visible so patrons can be aware of protocols and practices.
  - Patrons will be expected to sanitize their hands before they will be granted entry.

### Passive Screening for Patrons

Patrons and visitors to the front of house and audience areas will participate in passive screening. Passive screening signage is to be posted at all entrance locations. The screening is a reminder for patrons and visitors to self assess themselves prior to entry.

Sample Poster

# Attention All Visitors



Please **DO NOT ENTER** if you...

 <small>Fever</small>	 <small>Cough</small>	 <small>Difficulty Breathing</small>	<p>A) have symptoms of fever, cough or difficulty breathing (or any other COVID-19 related symptoms)?</p>
 <small>Close Contact</small>	 <small>Instructed to Self-Isolate</small>		<p>B) had contact with a confirmed or probable case of COVID-19 in the past 14 days?</p> <p>C) have been instructed by local public health authorities to self isolate due to travel or contact history?</p>

If you answer "NO" to ALL of the questions above you may proceed into the facility.

If you answer "YES" to any of these conditions:

- DO NOT ENTER THE FACILITY
- Return home (avoiding public transportation)
- Call 311 to speak with Halton Region Public Health

To ensure everyone's safety:

- A mask or face covering is required at all times while inside
- Please sanitize your hands upon entry
- Please maintain physical distancing at all times while in the facility or waiting in lineups (maintain 2 m from staff and other patrons)
- Please practice cough etiquette at all times



Mask or face covering required





**Venue Entry for Staff, Ushers, and Performers**

- A nonmedical face covering is to be worn onsite at all times.
- Entry will be denied to anyone who does not meet entry requirements or exhibits symptoms of COVID-19.
- All staff, workers, volunteers, and contractors are to enter and exit the building from a designated location.
- Hand sanitizer must be utilized to gain entry.
- Once granted entry you are expected to proceed to the nearest hand washing location to conducted recommended hand washing.
- Each staff member is expected to wash or sanitize their hands frequently. All hand washing locations have signage and instruction for recommended hand washing techniques.
- All visiting contractors are limited to one contracting service onsite at anytime.
- All visiting contractors are screened by the Operations Manager prior to gaining access to the building.
- A pre-screening log is kept at the Stage Entrance for all nonessential staff and contractors.

**Disability Accommodations**

New health screening measures may require new accommodations for persons with disabilities. Attention should be paid to ensure compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

**Emergency Egress**

The goal of maintaining six feet (two meters) between people would become a distant secondary consideration if there is a clear and imminent danger requiring an emergency evacuation. Even during this pandemic, emergency egress plans should reflect that moving patrons away from the most urgent hazard is the first order of business.

## FRONT OF HOUSE PRACTICES

### Patron Communication

- Consent to participate in self screening is to be taken at the time of ticket purchase.
- Messaging about protocols and practices should be delivered to patrons before (in print/online) and during (verbally) an event.

### Ushers and Volunteers

- Ushers and Volunteers are required to wear a nonmedical face covering that will cover the nose and mouth, at all times, while onsite.
- Entry will be denied to anyone who does not meet entry requirements or exhibits symptoms of COVID-19.
- If requested, ushers may wear a face shield as well. (a nonmedical face covering that covers the mouth and nose should still be worn even if a face shield is donned.)
- The Usher/Volunteer who operates the coat check will be required to wear gloves while interacting and handling patron owned items. (The coat check worker will hand a hanger to the patron for the patron to hang their coat on, then the volunteer will only handle the eye or hook of the hanger to handle the patron item.)
- Ticket takers should wear face coverings and gloves whenever they are among patrons, both for their own health and to model safe practices. Because contaminated gloves spread coronavirus the same as contaminated hands, workers should avoid touching tickets or patrons unless their task requires it. If touching does become necessary, the worker should immediately discard the gloves, wash their hands, and put on fresh gloves before resuming work.

### Box Office Staff

- Box office staff are required to wear a nonmedical face covering that covers the nose and mouth at all times while onsite.
- All box office sales locations are equipped with a physical barrier separating the patron/customer from the box office worker.
- Staff are to encourage online and telephone ticket purchases to minimize line-ups at the box office service counter.
- Staff are to encourage electronic payment by debit or credit card, and to tap instead of using the physical pin pad.

### Pathway Navigation

**In order to maintain physical distancing clear one-way pathways, need to be established for each performance space or location. Detailed seating maps and pathway flows will be generated for distribution so staff and volunteers can give clear communication to patrons.**

- Highly visible floor markings indoor spaces to designate, Washroom lines, Bar lines, or Box office lines.
- Outdoor markings Spray chalk, or cones for outdoor spaces, to mark six-foot (two meter) separation.
- Rope barriers and stanchions or bike rack to physically separate patrons.

- Open areas patrolled by workers performing the guest services functions of providing information, enforcing rules, and modeling healthy behavior.
- Messaging to patrons before and during the event through electronic messaging and physical signage.
- Messaging by the performer during the event.

### Washrooms

- Washrooms have high traffic touch points and must be disinfected 3x per day (at minimum). Where cleaners are not present, services must arrange for staff members to conduct the required disinfection.
- Disinfecting product is to be placed at each washroom location so a patron or visitor can self sanitize any area of the washroom they may interact with.
- Each washroom should have visible floor markings that allow for physical distancing.
- Each washroom should be assessed for occupancy and physical distancing guidelines. If needed some stalls, sinks, and urinals will be labeled out of service to ensure physical distancing.
- Doors of washrooms should be propped open to reduce touch points. (if permitted by AHJ and sight lines still allow for privacy)
- Signs are to be posted in each washroom to provide instructions on hand washing.
- If possible, air exchangers should be increased in washrooms.

### Elevators

- Physical distancing is not achievable in an elevator.
- Limit elevator use to 1 person per car or one cohort/group to an elevator car.

### Contactless Payment Process

- Contactless payment processes are strongly encouraged.
- Where in person payments are required, cashless card payments should only be accepted.
- Barriers must be in place and credit/debit terminals must be wiped between each interaction.
- A barrier should not be relied upon in place of physical distancing and personal protective PPE.
- A visible line and physical distancing floor indicators should be in place for all sales locations.

### Patron Seating

The seating for each event will adjusted and evaluated so that physical distancing guidelines are followed for all attendees. Ticket groups who are of the same household or social circle will be allowed to be seated together in a cohort. As mentioned above, at this time we are limited to **50** ticketed attendees for the indoor performance spaces and **100** ticketed attendees outdoors. The capacity for crew, performers, and support staff are not included in this total.

### Main Theatre

Main Theater seats will be sold for the for the size of the group required. Staff will set social measures to ensure groups of tickets are spaced appropriately.

- Empty seats that are spaced for physical distancing will be marked as an unusable seat.
- Ushers will assist in the seating of groups and ensuring they are staying in their assigned seats
- The flow pattern of the main theatre will utilize one-way isles as described in their seating flow plan.

### **Studio Theater, Lobby, and Plaza**

All other performance locations utilize temporary non-permanent seating. The capacity and seating arrangement will be adjusted for each event following capacity guidelines and physical distancing.

- Only the total capacity of seating will be distributed for each event.
- Patrons will have assigned seating location for themselves or their groups.
- The seating position will not be allowed to be moved or adjusted after it is set by staff. (Special allowances are to be approved only by the Operations Manger.)

### **Inclement Weather and use of the Plaza**

The plaza performance space and interior performance areas have different capacities under the current provincial guidelines. If needed due to impeding weather a show will be moved to the interior of the facility. Tickets sold for a plaza show must have a 2<sup>nd</sup> tier where there is a guaranteed seat for %50 of the audience inside.

### **Show Intermissions**

**\*\*\*The use of intermissions will be suspended until further notice\*\*\***

### **Bar Service**

- All bar service locations will be equipped with a physical barrier.
- At this time patrons are only allowed to consume alcoholic beverages while seated.
- Bar staff are to encourage noncontact methods of payment.
- Point of sale locations should only be used by a single server assigned to that terminal.
- A POS terminal must be equipped with a guard and be sanitized regularly.
- Garnishes should be prepared in a central location like the kitchen and provided with tongs to bartenders, or they should be eliminated entirely.
- Patrons should hold their own identification for bartender inspection. If a worker must handle a patron's ID, the worker should then dispose of their gloves and wash their hands before resuming service.
- Countertops and bar areas should be cleaned and sanitized regularly.

### **Merchandise Sales**

Merchandise sales are currently suspended. Artists are recommended to advertise the sale of their merchandise via website or digital formats. Pre-purchase of merchandise at time of ticket sale is also being explored as an option.

## BACK OF HOUSE PRACTICES

### Booking an Event Space

Site visits and venue tours for marketing and booking should be replaced by virtual tours to the extent feasible. Companies seeking to book a space should prepare to submit a health and safety plan consistent with these guidelines regarding the risks particular to their event.

### Physical Distancing for Working Staff and Crew

Workers should always wear face coverings and gloves when those do not interfere with essential work functions, particularly when they cannot maintain physical distance. This also applies to production crew working in confined spaces, such as inside trailers or small operational areas. The need for distancing should not cause other unsafe working conditions for technical and construction crew. For example, if a piece of equipment takes four people to lift, then each worker should protect themselves from infection to the best of their ability while lifting the load together.

### Physical Distancing and Performers

Although they are not required to, Musicians and Performers should make best efforts to keep a distance of two meters between them. Musicians often breathe deeply and expel aerosols further than people engaged in non-physical activities. The performance space, including on stage and in orchestra pits, should be arranged to maximize physical distancing. If appropriate distances cannot be achieved a physical barrier should be used between performers or members of the public.

**\*\*\*Performers are not to enter the seating area of the house\*\*\***

### Technical Operation Protocols

- High-touch equipment such as motor controllers, microphones, mic stands, presentation remotes, and audio/video cable should be sanitized frequently, and equipment should be dedicated to individual users where possible.
- Once an item is removed from storage and brought to a performance location it will be considered contaminated. All technical equipment, staging, and furniture is to be cleaned and sanitized prior to it returning to storage. All items in storage are to be considered Clean and Sanitized.
  - For clarification on proper sanitizing of technical items and furniture contact the Operations Manager.
  - For multi day rentals equipment can remain in the performance location. Only high traffic and handheld items require sanitization.

### Microphone Use

#### Special attention is needed for the use of microphones

- Microphones must be sanitized in a controlled environment by using isopropyl alcohol and allowed to dry for the required amount of time for each microphone type. Lavalier and body microphones require 72 hours to dry after sanitization. Cleaning instructions can be found in the separate document (DPA Proper Microphone Hygiene.)
- Multiple users cannot use a single microphone. (for example, a handheld, body, lavalier, or lectern mic.) Once a microphone has been handed to a user it cannot be used by anyone else until it has been sanitized by a member of the crew.
- **\*\*\*The practice of body microphone swapping is suspended until further notice\*\*\***

- The use of windscreens is allowed but they cannot be sanitized, so should be discouraged unless necessary.

#### **Cable Use and Cleaning**

- Cables are to be considered contaminated once used onstage.
- Unfortunately, cables cannot be disinfected with isopropyl alcohol or other harsh chemicals, as this will make the cable jacket brittle over time. It is instead recommended to wipe the cable lukewarm water and soap.

#### **Dressing Rooms, Green Room, and Backstage Areas**

##### **No Guests or Members of the Public are Permitted in the Backstage Area**

- Backstage support areas are cleaned and sanitized prior to each event. Only requested dressing rooms will be opened and cannot be used by any other event until it is cleaned and sanitized again.
- Performers, Community Users, and Rental Clients are to make best efforts to physically distance while in the backstage area.
- Each dressing room will have a posted occupancy to assist in physical distancing. Groups who are of the same cohort or social circle are not required to physically distance.

#### **Materials Handling**

- **Production Equipment and Cargo** should be sanitized when loaded at the warehouse and unloaded at the venue. In addition to face coverings, workers should wear gloves when handling equipment and cargo to prevent surface contamination.
- **Equipment Deliveries** should be scheduled in shifts to minimize the time workers load or unload close together. Workers unloading deliveries should change their gloves and wash their hands between each delivery.
- **Heavy Equipment** such as scissor lifts and man lifts should minimize the number of operators for each piece of equipment where feasible.

#### **Receiving Parcels and Document Packages**

- At this time, it is unclear how long the virus may live on surfaces. Close contact with an infected person remains the primary way of contracting the virus.
- Receiving of parcels and supplies remains a priority to support essential services. The following guidelines should be followed when taking deliveries:
  - Staff are to maintain a distance of two metres or greater from couriers or delivery drivers.
  - No courier or delivery driver is to enter the facility without a Covid Screening Questionnaire logged at the stage entrance.
  - 'No-signature required' drop-off should be arranged whenever feasible – Do not share pens!
  - After handling parcels/boxes, thoroughly wash hands with soap and water. When handling, be careful not to touch your face with unwashed or gloved hands. If disposable gloves are worn, you must wash your hands thoroughly after removal; ensure proper removal techniques.

##### **Document Packages received by staff will likely be handled for longer durations (document review.)**

This longer duration increases the likelihood of touching the face with hands. For this reason, a precautionary approach would be to let any document package stand for several days prior to handling. By allowing time to pass, any virus that could be on these surfaces is not likely to be infectious after 72 hours (likely much less than that.)

## COVID-19 INFORMATION

### Description

COVID-19 is a flu like respiratory illness that spreads much in the same way as Influenza or other Corona Viruses, through person-to-person contact. The primary known form of spread is through respiratory droplets generated by infected individuals coughing, sneezing or speaking. Infection can occur through the inhalation of respiratory droplets from an infected individual or from touching objects or surfaces with COVID-19 on them and then touching of the mouth, nose or eyes.

### Symptoms

The Symptoms of COVID-19 have reportedly varied from extreme and potentially fatal to mild or non-existent. Symptoms may take up to 14 days after exposure to appear. Some people with COVID-19 may have mild or no symptoms. This means some people may unknowingly spread the infection because they do not have symptoms (asymptomatic) or have not yet devolved symptoms (pre-symptomatic) For up to date symptoms and self-assessment please visit <https://covid-19.ontario.ca/self-assessment/>

### Common symptoms of COVID-19 include the following:

- Fever
- Headache
- Sore Throat
- Dry Cough
- Anosmia (Loss of sense of smell)
- Difficulty Breathing (in some cases very severe)

**It is essential that anyone experiencing any of these symptoms self isolate immediately and seek medical advice.**