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COMPANY DETAILS

Company Name: Burlington Performing Arts Centre (BPAC)
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OVERVIEW

There is currently an inherent risk of exposure to COVID-19 in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death, especially to senior citizens and individuals with underlying medical conditions. Participants and patrons must comply with all posted instructions and understand and assume all risks related to exposure to COVID-19.

Due to the nature of COVID-19 restrictions, this information is subject to change with little notice. 'Participant' includes all individuals at the facility as part of an event team (staff, volunteers, performers, crew), and excludes Burlington Performing Arts Centre staff. 'Patrons' includes all members of the public who have purchased a ticket and attending a performance.

BPAC is working in accordance with the provincial COVID-19 [Roadmap to Reopen](#); this plan outlines how current guidelines are being applied in Performing Arts facilities. BPAC is currently preparing to reopen to the public; the number of participants and patrons allowed in each space will vary.

COVID-19 AWARENESS

- COVID-19 primarily spreads through the direct contact with the larger respiratory droplets from someone who is infected with the virus, through breathing, speaking, coughing, sneezing, singing, etc.
- It can also be transmitted by touching a surface or object that has the virus on it and then touching one's own mouth, nose, or eyes.
- COVID-19 may also be transmitted through smaller respiratory droplets that can travel over longer distances and remain in the air for longer periods (airborne transmission).
- COVID-19 does not pass through unbroken skin or any material that is impermeable to water.
- COVID-19 symptoms typically first appear 5 to 6 days after exposure to the virus, although the incubation period after exposure can range from 2 to 14 days. For this reason, people who might have been in contact with a confirmed case are required to self-isolate for 14 days.
- Infections can spread from symptomatic or asymptomatic cases, as well as for 48 hours prior to the onset of symptoms. People with COVID-19 can be infectious from 48 hours prior to the onset of symptoms until the 10th day following the onset of symptoms (or longer, where the symptoms are more severe or where the person's immune system is compromised).
- The risk of transmission of infection can be reduced by taking appropriate precautions

PATRONS

Everyone entering the Burlington Performing Arts Centre will practice physical distancing wherever possible. A distance of at least two (2) meters or six (6) feet should always be maintained between people. A mask or face covering should always be worn unless seated in an assigned seat. Hygiene protocols combined with the availability of hand washing/hand sanitizing stations will help mitigate contamination from the virus.

CONTROL MEASURES

All patrons are required to comply with all COVID-19 control measures set in place by the Burlington Performing Arts Centre. These controls include:

- Self-screen prior to arriving at the facility. Patrons should not attempt to come to the facility if experiencing any of the following symptoms:
 - Fever or chills
 - Shortness of breath
 - Cough or barking cough
 - Sore throat, trouble swallowing
 - Runny nose/ stuffy nose or nasal congestion
 - Decrease or loss of smell or taste
 - Nausea, vomiting, diarrhea, abdominal pain
 - Extreme tiredness, sore muscles
 - Pink eye o Headache
 - Frequent or unusual falling down
- Patrons may not attend a seated concert, event or performance unless they have registered to do so , or have purchased a ticket
- Signage will be posted through out the facility reminding patrons and staff about control measures in place and capacity limits

Masks/Face Coverings

In accordance with City of Burlington [By-Law No.47-20](#) and provincial recommendations, masks/face coverings must be worn in all indoor spaces, including the parking garage, elevators, lobby and theatre. Each patron or group sitting together will have a physically distanced space in the theatre. Masks/face coverings must always be worn while moving to and from their assigned space but can be removed while seated in their assigned location or while eating or drinking

Masks/face coverings for patrons are not provided by BPAC.

Food & Beverage

Safe Food Handling practices will ensure that all food is prepared, served, and consumed in a manner that eliminates the possibility spread of infection from a food source.

Capacity

Capacity limits will be based on Section 22 of provincial regulation [O. Reg. 364/20: Rules for Areas in Step 3](#)

- The number of patrons at an outdoor seated event may not exceed 75% of the usual capacity for the venue while maintaining physical distancing between seating areas
- The number of patrons at an indoor seated event may not exceed 50% of the usual capacity of the venue while maintaining physical distancing between seating areas

PARTICIPANTS

All participants are required to comply with the following COVID-19 control measures.

Arrival & Departure

Based on event details, BPAC will work with participants to provide:

- Arrival times
- Facility entrances and exit locations
- Designated space(s) and corresponding capacity
- Applicable maps and layouts

Entry to the facility is not possible prior to the scheduled entry time, or at any other time not previously scheduled. If participants do not arrive at the scheduled time, the time allotted may be reduced. All participants must sign in and confirm that they've answered 'No' to all screening questions and exit the facility immediately following the end of the event.

Physical Distancing

Participants must maintain a physical distance of at least two (2) metres or six (6) feet from each other, except when:

- Necessary for the participants to be closer to each other for the purposes of the performance or rehearsal
- Necessary for the purposes of health and safety

Masks/Face Coverings

In accordance with City of Burlington [By-Law No.47-20](#) and provincial recommendations, masks/face coverings must be worn in all indoor spaces, including the parking garage, elevators, lobby and theatre. Masks/face coverings must always be worn while participants are moving around the facility but can be removed while seated in their assigned location, rehearsing or performing. Participants are encouraged to keep masks/face coverings on whenever possible, including during rehearsals and performances. Masks/face coverings for participants are not provided by the BPAC.

Cleaning and Disinfecting

Any show-related items brought by participants or third-party vendors must be disinfected prior to entering the facility and handled by the participants. If BPAC staff are required to handle equipment, arrangements must be made in advance. Non-essential personal items must remain outside the facility.

Designated Spaces

Designated spaces are the areas in the facility that participants may use or pass through. These areas will be determined by BPAC staff, based on the event details. Entrances to the stage and dressing room areas are marked with signage and floor decals.

Equipment

Whenever possible, participants should provide their own backline and microphones

Security

Security will be scheduled based on event requirements, as determined by BPAC.

Capacity

Maximum current capacity limit is determined by BPAC based on current restrictions. Performance time will be determined during advancing/planning.

The capacity for any room or space within the facility may be less than the maximum provincially mandated capacity for an event to ensure that all physical distancing and safety measures are followed. This capacity may also vary depending on the event-specific configuration. As such, only people essential to the operation of the event are allowed in the facility.

BPAC STAFF

Staff who are onsite, as well as those who are working remotely must adhere to all safety measures described in this document.

SCREENING FOR COVID-19

BPAC has established requirements for both self-screening and active screening to ensure that employees commit to a daily practice of screening to protect themselves and others. Screening questions are determined by provincial and federal authorities.

Management is required to inform employees of the screening requirements. Employees reporting to work are required to participate in active screening through the [Burlington Screening Tool](#) for employees and workers. Once the screening is complete, BPAC staff will forward the results to the Operations Manager. Alternatively, Employees can sign off on the COVID-19 Screening Form located at the Stage Door entrance of the Facility. Employees who do not participate in active screening may not enter the workplace until the screening has been completed.

CONTROLLING THE RISK OF TRANSMISSION

Physical Distancing

Everyone must exercise physical distancing at least two (2) metres or six (6) feet whenever and wherever possible—with employees, customers, visitors and contractors. Additionally, BPAC may alter the workspace to help employees maintain physical distance from each other and from the public, as needed.

Public Facing Counter Barriers

Public facing service delivery counters have acrylic separation barriers installed to ensure there is separation between employees and customers. The barrier provides a layer of defense against the potential risk of exposure to COVID-19.

Masks/Face Coverings

To help ensure the health and safety of employees and the workplace, masks/face coverings are provided to each employee, and must be worn in indoor public spaces that are openly accessible by the public in accordance with City of Burlington [By-Law No.47-20](#), provincial recommendations. Face coverings must be worn when moving around the office or facility, and in all common areas: if you walk, you mask. Leaders are required to provide information and instruction for the proper use, maintenance and disposal of masks/face coverings to employees. Employees are required to read and understand the information.

A medical-grade mask must be worn for the duration of the work day, for employees who are unable to maintain physical distance of at least two (2) metres or six (6) feet from others during the course of their work, and similar to previous mandatory masking policies, must cover their nose, mouth, and chin.

Eye Protection

Eye protection must be worn for employees who are unable to maintain physical distance of at least two (2) metres or six (6) feet from others during the course of their work. Eye protection may include any of the following:

- Face shield
- Safety glasses with side shields
- Goggles
- Safety glasses with foam gasket

Eye protection must always be worn with a medical-grade mask. Eye protection in the form of face shields, safety glasses with side shields, goggles, or safety glasses with foam gaskets, should never be worn while operating any vehicle.

Hand Hygiene

All employees must practice good hand hygiene, including routine hand washing with soap and water, and the use of hand sanitizer. Hand sanitizing stations are available throughout facility, including at entrances, lobbies, exterior washroom areas, elevator lobbies, boardrooms, lunchrooms and kitchenettes. Hand sanitizer has a minimum 60% alcohol-based formulation that is proven to kill 99.9% of germs and is fragrance-free.

Communication and Signage

BPAC provides regular updates on COVID-19 to all staff online, by email and in person. BPAC has created signage that is to be placed in the workplace to raise awareness, remind employees of the potential risks of exposure to COVID-19, and list the measures that are necessary to stop its spread, such as:

- Signs and symptoms of COVID-19
- Promote proper hand and cough/sneeze hygiene practices
- Maintain physical distancing
- How to self-screen
- Mandatory face coverings

Signs, posters, floor markings, or other visual cues are used to promote control measures, where needed.

Cleaning and Disinfecting

Standard cleaning and disinfecting procedures and checklists have been established to reduce the risk of potential exposure to COVID-19. High frequency touch points in common areas (e.g. doorknobs, handrails, elevator buttons, washrooms, lunchrooms, dressing rooms) are cleaned multiple times per day. Employees responsible for cleaning and disinfecting have been trained on procedures using sanitizing wipes and disinfectant sprays.

Shared Workspaces

Employees are discouraged from using each other's workstations, keyboards, phones, offices, or other work tools and equipment, when possible. Where workstations, work tools, or equipment are shared (e.g. customer service counters, cash registers, hand tools), they are cleaned and disinfected before and after use by the user.

In-Person Meetings

In-person interactions between staff should be kept to a minimum. In situations where an in-person meeting is necessary, everyone must ensure that safety protocols are in place, specifically that meeting participants always wear face coverings and physically distance of at least two (2) metres or six (6) feet throughout the meeting.

EXPOSURE TO COVID-19

Employees who become sick during the day must be separated from others and sent home. If arrangements are required for the employee to be transported home, they must be kept in an isolated area until arrangements are made.

When an individual is diagnosed with COVID-19 they must not report to work and must self-isolate immediately. The individual should contact their local Public Health unit to seek further guidance on their isolation period. Public Health will initiate an investigation, if required, that includes discussion with the individual regarding whom they had close personal contact with during the previous 24 – 72 hours. Public health will follow up with close contacts to let them know of the situation, to confirm if they were a close contact, and if so, to advise them to immediately self-isolate for fourteen (14) days following the last date of exposure to the affected employee and/or get tested for COVID-19. Public Health will consult with BPAC if additional information is needed related to the individual or if any other measures need to be taken by the workplace or staff to reduce the risk of transmission.

Participants who appear to have symptoms upon arrival at Performing Arts facilities, or who become sick while onsite will be told to leave immediately.

RISK MANAGEMENT

Processes and Training

Procedures and Guideline must be updated or developed to include the appropriate practices during COVID-19, including:

- Education and training for all employees on COVID-19 related policies, guidelines and SOPs
- Alternate or flexible work arrangements
- Records and/or logs of all non BPAC employees visiting or working at the facility
- Privacy protection for BPAC staff and/or third parties
- Reporting protocol for concerns or refusal to work
- Regular audits for compliance/adherence to protocols
- Ongoing maintenance and inspections
- Staggered staff scheduling, if required
- Regular review and updates of policies and procedures to ensure compliance with legislative requirements

Health and Well-being

BPAC is committed to supporting all staff to prioritize their and others' health and wellbeing during the return to work. This may include support through the Employee Family and Assistant Program or finding alternative work arrangements.

ONGOING EVALUATION

- Ensure continued success by performing regular reviews and updates of
 - Policies and procedures
 - Training programs
 - Regulation changes and announcements from provincial and regional governments and health authorities
- A dedicated project team meets regularly to:
 - Provide updates
 - Discuss challenges
 - Identify required changes
- The full staff team meets regularly to discuss onsite schedule and provide departmental updates
- Staff are encouraged to:
 - Provide feedback on the efficiency and effectiveness of operations
 - Identify resources that are running low or lacking
 - Identify issues with personal protective equipment and safety measures