

EFFECTIVE DATE: September 11, 2020

OVERVIEW

The Sid Williams Theatre Society (SWTS) has reviewed industry specific protocols for performing arts venues through WorkSafeBC and from examples provided by ActSafe Safety Association.

These protocols are based on BC public health orders and BC Centre for Disease Control guidelines for COVID-19.

This COVID-19 Safety Plan outlines the procedures and controls that have been put in place for:

- Events with an audience of up to 50 people
- Events without an audience
- Daily operations – no events

To reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of employees in the workplace.

Everyone must adhere to the safety plan and uphold the standards included herein.

A copy of this plan can be found on the SWTS website and posted in the venue in accordance with the order of the Provincial Health Officer.

RISK ASSESSMENT BACKGROUND

The SWTS is aware that COVID-19 spreads in several ways: in droplets when a person coughs or sneezes, if someone touches a contaminated surface and then touches their face.

Additionally, the risk of person to person transmission increases the closer people are to one another and the amount of time people spend together.

- A. We have involved all employees and the Occupational Health & Safety Committee (OHSC) in identifying risks and establishing protocols. This plan covers overall protocols universal to everyone in the venue.
- B. We identified areas where physical proximity may pose a challenge: main lobby, north lobby, balcony lobby, lounge, box office, auditorium seating, backstage areas including dressing rooms and green room, washrooms, and administrative offices.
- C. We identified job tasks where employees are close to one another or to members of the public.
- D. We identified multi-touch surfaces that may pose a risk of contamination such as door handles, elevator buttons, light switches, washroom facilities, debit terminals, handrails, countertops, workstations, shared office equipment (e.g. photocopier, staplers, etc), and technical equipment (e.g. microphones, cables, etc).

- E. We used a risk registry to assess risks in each department (see section Monitoring and Reassessment).

RESPONSIBILITIES OF THE EMPLOYER

Information

The Employer will:

- A. Ensure that employees and visitors have access to a copy of this document.
- B. Involve employees and OHSC in the development of COVID-19 safety plans.
- C. Keep a copy of this plan posted in the venue for the duration the COVID-19 pandemic.

Planning

The Employer will:

- A. Arrange training for employees prior to commencing work.
- B. Communicate COVID-19 safety policies, protocols, and procedures (refer to Reporting and Communication section below).
- C. Contact the local public health authority when COVID-19 symptoms have been reported in the workplace.
- D. Ensure that anyone using a protective mask or shield is trained to use, clean, and dispose of it properly.

Review

The Employer will stay informed regarding public health best practices and orders during the COVID-19 pandemic and will modify this plan and associated protocols as necessary.

The Employer will review this plan either monthly or as new information becomes available. The Employer will include the OHSC to ensure this plan continues to protect employees.

RESPONSIBILITIES OF THE EMPLOYEE

Reporting

- A. The Employee, regardless of whom they work with, will stay home when sick.
- B. Upon entering the venue, the Employee will complete a Health Declaration Form at the beginning of each workday.
- C. The Employee will immediately report any developing illness or symptoms to the designated COVID-19 captain and leave the venue.
- D. Once the Employee has left the venue, they will call 8-1-1 or complete BC's online self-assessment tool: <https://bc.thrive.health/covid19/en>
- E. Any suggestions or comments regarding this plan should be directed to the venue's OHSC. The employee can utilize any reporting process outlined in the employer's occupational health and safety program.

GENERAL PROTOCOLS

Public Health Restrictions for Entering the Venue

Anyone meeting one or more of the following restrictions should not enter the venue:

- Feeling unwell or sick, regardless of symptoms
- Diagnosed with or presumed to have contracted COVID-19 within the last 14 days
- Directed to self-isolate by a provincial health authority
- Travelled outside of Canada within the last 14 days
- In close contact with a person who tested positive for COVID-19 or who is presumed to have COVID-19

Health Declaration & Contact Tracing Form

- A. Employees and visitors (including contractors, crew, and performers) must fill out a health declaration and contact tracing form each day as they enter the venue.
- B. In accordance with the Provincial Health Officer's order, contact information (first name, last name, phone number and/or email) for employee and visitor must be provided upon entering the venue.
- C. The health declaration and contact tracing form will be kept on file for a minimum of 30 days (stored in accordance with the SWTS privacy policy) and then will be shredded.

Physical Distancing

- A. Everyone entering, exiting, and moving throughout the venue must maintain 2 metres (6 feet) between each person wherever possible.
- B. If the event has an audience, performers and audience members must always maintain a minimum of 3 metres (10 feet) distance.

Hand Hygiene and Respiratory Etiquette

- A. Anyone entering the venue is asked to sanitize their hands upon entry.
- B. Our workplace has enough handwashing facilities on site for all our employees. Handwashing locations are highly visible and easily accessed.
- C. We have communicated good hygiene practices to all employees.
- D. Employees and visitors will be regularly reminded about the importance of diligent hand hygiene, specifically:
 - Upon arriving at and before leaving the facility
 - Before and after eating or drinking
 - Before and after using shared equipment or tools
 - After using the washroom
 - After cleaning tasks
 - After handling garbage
 - Whenever hands are visibly dirty

COVID-19 Captain

The COVID-19 captain for each shift will be identified on the venue sign in sheet.

Daily Operations – No Events

One employee in the venue will be assigned as the COVID-19 captain on shift. If an employee has an onset of illness, the COVID-19 captain will:

- A. Record the illness in the COVID-19 safety log.
- B. Clean and disinfect the workstation of the ill person and notify the custodial team.
- C. Sign out the employee from the venue safety sheet and any other required documentation.

Events With Or Without Audience

A venue crew member will be assigned as the backstage COVID-19 captain to act as a liaison between performers (and their crew) and the venue crew (and event services employees) to minimize contact.

Events With Audience

An employee on the event services team will be assigned as the front of house COVID-19 captain to liaise with the backstage COVID-19 captain to minimize contact between the event services and backstage teams.

CLEANING PROTOCOLS

- A. We follow the Cleaning and Disinfectants for Public Settings guidelines published by the BC Ministry of Health.
- B. We have implemented new cleaning protocols, including increased frequency, for all common areas and surfaces such as washrooms, tools, equipment, shared tables, desks, light switches, door handles, and stair railings.
- C. On event days, these locations will be cleaned before the event.
- D. On non-event days, these locations will be cleaned daily.
- E. Employees who are cleaning have adequate training and materials.
- F. Custodial employees are trained and have developed safe work procedures to properly use disinfectants.
- G. To simplify the cleaning process and reduce possible exposure to COVID-19, we have removed unnecessary tools and equipment, particularly in rental client-accessible areas.

Additional Cleaning Procedures

- A. All high touch areas including door handles, light switches, washrooms, and work surfaces will be disinfected with more frequency during events.
- B. Disinfecting wipes and hand sanitizer have been added to every workstation, common area, and multi-use space.
- C. All shared tools will be cleaned before and after they have been used, or they will be marked with a "Needs to be Cleaned" tag.
- D. Following an event, all spaces will be disinfected with the Clorox Total 360 cleaning system, which uses charged particles to quickly and effectively sanitize a large area.

- E. Each employee is responsible for keeping their space clean and sanitary. Each workstation is equipped with hand sanitizer and a container of Oxivir wipes.

Risk Reduction Protocols

These controls apply generally to the venue. More specific controls will be documented in the Event Services Safety Plan, Technical Services Safety Plan, and Sanitizing Procedures.

LEVEL 1: ELIMINATION OR SUBSTITUTION CONTROLS

- A. Public access to the theatre is restricted during non-event times.
- B. Patrons accessing the box office in person will be restricted to one door of entry and the space directly in front of the box office.
- C. To reduce the number of employees and visitors at the venue, we have implemented remote work arrangements, virtual meetings, and rescheduled work tasks.
- D. Employees not otherwise required to be onsite due to the nature of their work will work remotely whenever possible.
- E. We have implemented measures to keep employees and visitors at least 2 metres (6 feet) apart, wherever possible. Options include revising or staggering work schedules and reorganizing work tasks.
- F. All workstations are currently separated by 2 metres (6 feet) or more.
- G. Box office shifts have been scheduled so employees do not overlap shifts.
- H. Eliminating all equipment and furnishings not required for the event.

LEVEL 2: ENGINEERING CONTROLS

Water Fountain

The water fountain in the north lobby will only have the self-serve bottle refill function in service. The fountain spout will be turned off.

Washrooms

Washroom access will be monitored to ensure adherence to occupancy limits.

Barriers

- A. We will utilize portable acrylic barriers between employees and visitors when needed.
- B. The box office window will be fitted with a clear acrylic barrier.
- C. We have not installed any barriers that may introduce additional risks to employees.

Entrances, Exits, and Throughways

- A. Patrons will have dedicated one-way entrances, one-way exits, and staggered arrival times.
- B. Two security mirrors will be mounted inside the lobby stairwell to provide visibility of traffic coming up or down the stairs.
- C. Stanchions will be set up to provide directional pathways for the safe flow of traffic during events.

LEVEL 3: ADMINISTRATIVE CONTROLS

Safe Work Procedures

- A. New Safe Work Procedures (SWPs) ensure employees safely carry out tasks during the COVID-19 pandemic. Each SWP is department specific, outlining important steps to keep everyone safe.
- B. We have clearly communicated these protocols and procedures to employees through a combination of training and signage. Signage will be posted throughout the venue reminding both employees and visitors of the general safety protocols.
- C. The safety plans put in place by the OHSC, as well as the expectations of the employees, are posted to the venue's internal communication tool (Basecamp).
- D. New safe work procedures have been established for the following:
 - Event services team (including box office, front of house, and volunteers)
 - Technical services team (including load in/load out procedures)
 - Sanitizing procedures (including disinfecting dance floor)
 - Working remotely
 - Visitors and deliveries

Occupancy Limits

- A. We have established an occupancy limit for the venue and for individual areas and rooms. Occupancy limits are posted in each room and everyone is responsible for ensuring they are followed.

- B. As per Stage 3 of the BC Restart Plan, the posted occupancy limit of patrons inside the venue is a maximum of 50 patrons at any one time.
- C. Occupancy limits have been established and posted for administration offices, box office, technical booth, washrooms, elevator, dressing rooms, and green room.

Signage

- A. Signage regarding who is permitted to enter and under what guidelines is posted at entrances to the venue.
- B. Signage about COVID-19 safety protocols and occupancy limits is posted in workspaces for employees.
- C. Signage regarding COVID-19 safety protocols is posted throughout the public areas of the venue.
- D. Additional signage has been added:
 - On the employee safety board
 - In washrooms
 - In green room, dressing rooms, stage wings, and near fly rails
 - In the technical booth
 - At loading doors
 - At backstage doors
- E. Physical distancing markers indicate places to stand when a lineup cannot be avoided.
- F. Directional signage guide one-way traffic through entrances and exits to ensure appropriate spacing.

LEVEL 4: PERSONAL PROTECTIVE EQUIPMENT (PPE)

Masks

- A. Masks are required for everyone entering, exiting, and moving around inside the venue. Masks must cover the nose, mouth, and chin.
- B. Patrons are asked to keep their masks on while seated whenever possible; masks may be removed for short periods while seated such as to consume a beverage.
- C. The only exception to required masking will be for patrons attending an event who cannot wear a mask due to medical reasons. This advisory will be communicated to patrons on our website and during the ticket purchasing process.
- D. The SWTS will provide each employee and volunteer with one non-medical, reusable mask. While on shift they may wear personal masks (medical or non-medical) or the one provided by the SWTS.

- E. During daily operations (no events), employees are asked to wear masks in areas that are open to the public and in areas where physical distancing is not achievable such as the main level administration office and entrance foyer.
- F. Employees will ask any unmasked patrons who are entering the venue to take a disposable mask from our supply. Patrons will have to explicitly state there is a medical reason if they cannot wear a mask.
- G. Patrons who cannot wear a mask for medical reasons will not be refused entry.

Gloves

- A. Employees and volunteers will keep disposable gloves on their person in case a situation arises which requires added protection.
- B. Employees or volunteers will be trained on proper removal and disposal of gloves.

REPORTING

Any suggestions or comments regarding this plan should be directed to the venue's OHSC. Employees and volunteers can utilize any reporting process outlined in the SWTS occupational health and safety program.

COMMUNICATION AND TRAINING

Communication

- A. All public COVID-19 Safety Plans will be posted on the SWTS website.
- B. A video outlining COVID-19 venue safety protocols will be viewable on the SWTS website.
- C. Audiences will view a pre-performance video reminding them of exit and washroom protocols.
- D. A pre-event email will be sent to patrons outlining COVID-19 safety protocols including instructions for entering, attending, and exiting the event.
- E. Protocols will be communicated in advance via:
 - Contract and rental agreements
 - Website and social media messaging
 - Box office and online ticket sales
 - Pre-event documentation
- F. Visitors and non-public activity in the venue will be noted in the internal communications portal for employees (Basecamp).

Training

- A. Before events resume in the venue, current and new employees will participate in at least 2 training sessions – 1 all staff session for overall safety protocols and 1 departmental session for specific procedures.
- B. Each new Safe Work Procedure (SWP) will be signed off upon successful verification. Every employee will have a verification sheet that is to be kept with all COVID-19 safety documentation.
- C. Volunteers will participate in a virtual training session and have access to procedural documents and a training video in the online volunteer portal. Volunteers will be required to participate in training sessions for COVID-19 event procedures before accepting shift assignments.

MONITORING AND REASSESSMENT

The OHSC will continue to evaluate and update COVID-19 training as part of their monthly meeting agenda. The committee will reassess training based on possible hazards from new equipment, processes, or products.

As we resume operations and add any new or previously unaddressed hazards to the risk registry, each department is responsible for monitoring levels of risk.

Below is an example of a risk registry for working remotely:

| Hazard Identified: | Risks Associated (from Risk Assessment) | Risk Rating (from Risk Assessment) | Controls (summary from Risk Assessment) |
|------------------------------|---|---------------------------------------|--|
| Working from Home / Remotely | Ergonomics, Working in Isolation, Physical Safety, Biological | Low | <p>Elimination: Skeleton crew working from home, only those critical</p> <p>Substitution: Web conferencing</p> <p>Engineering: Ergonomic keyboards, computer mouse, chairs, and monitors</p> <p>Administrative: Safe Work Procedure (WFM COVID-19)</p> <p>Personal Protective Equipment: Face masks, face shields, gloves</p> |
| Working from Home / Remotely | Mental Health | Medium | <p>Elimination:</p> <p>Substitution:</p> <p>Engineering:</p> <p>Administrative:</p> <p>Personal Protective Equipment:</p> |

This is the process we use to identify risks. Risks will be added to the registry with an overall risk rating, in addition to any control measures put in place by that department.

SUMMARY

All COVID-19 safety materials will work as living documents, which will be updated as new information becomes available. For every event we will complete a safety analysis (including hazard assessment) as part of post-event documentation. A copy of each post-event analysis will be kept with the COVID-19 safety materials folder.

We thank everyone for their consideration and cooperation with these COVID-19 safety protocols.