

EFFECTIVE DATE: September 11, 2020

OBJECTIVE

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.

While we recognize the risk of COVID-19 cannot be fully eliminated, this plan aims to reduce the risk of COVID-19 exposure for employees, crew, performers, and patrons while in the venue.

This plan works in conjunction with the Sid Williams Theatre Society (SWTS) COVID-19 General Safety Plan.

RISK ASSESSMENT BACKGROUND

The following protocols are based on the risk assessment outlined in the SWTS COVID-19 General Safety Plan.

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 For Employees & Volunteers

- A. Employees and volunteers 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 employees and volunteers 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.

Contact Tracing For Patrons

- A. Patrons entering the venue must provide contact information of first name, last name, and phone number or email. This is required by the Public Health Officer of BC and will be securely stored for a minimum of 30 days within the ticketing software.
- B. Patrons must provide this information when purchasing tickets. Tickets are transferrable up to 24 hours prior to the start time of an event and updated contact tracing information must be submitted via phone or email to the box office.

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. Hand sanitizing stations are located inside the main lobby entry doors, north lobby entry doors, across from the elevator on the main level, and outside the lower level washrooms.
- B. Maintaining good hand and respiratory hygiene are very important personal practices that help reduce the risk of infection or spreading infection to others.
- Wash hands with soap and warm water for at least 20 seconds.
 - If soap and water aren't available, use a hand sanitizer containing at least 60% alcohol.
- C. When coughing or sneezing:
- Cough or sneeze into a tissue or the bend of the arm, not a hand.
 - Dispose of any tissues used as soon as possible in a lined waste basket and wash hands immediately afterwards.
- D. Avoid touching the face, especially eyes, nose, or mouth.

COVID-19 Captain

To minimize contact between the event services and backstage teams, an employee on the event services team will be assigned as a COVID-19 captain to liaise with the backstage COVID-19 captain. The COVID-19 captains will be noted for each event in the internal communications portal for employees (Basecamp).

Illness Onset While In The Venue

Employees and Volunteers

- A. For the person feeling ill:
 - Report feeling ill to designated COVID-19 captain, wash or sanitize hands, then exit the venue at the direction of the COVID-19 captain.
 - Consult the BC COVID-19 Self-Assessment Tool or call 811 for further guidance related to test and self-isolation.
- B. For the designated COVID-19 captain:
 - Clean and disinfect the workstation of the ill person and notify the custodial team.
 - Sign person out from safety sheet and any other documentation.
 - Onset of illness must be recorded in FOH post-event report.

Patrons

- A. Exit the venue immediately through designated exit and go straight home.
- B. Consult the BC COVID-19 Self-Assessment Tool or call 811 for further guidance related to test and self-isolation.

Risk Reduction Protocols

LEVEL 1: ELIMINATION OR SUBSTITUTION CONTROLS

Box Office

- A. The box office will be open for limited in person traffic. Debit and credit will be accepted as payment, but no cash transactions.
- B. Tickets sales will be available up to 24 hours prior to event time.
- C. Patrons are encouraged to choose e-tickets as the delivery method for at home printing or display on a mobile device. An adapted will call option will be available. Will call tickets will only be available for

pick up at the designated entry time for the event. These will call tickets will be held at the entry door as designated by the seat location of the tickets.

Front of House (FOH)

- A. The lounge remains closed.
- B. Hearing assist units are not available.
- C. Coat check service is not available.
- D. The balcony remains closed.
- E. Merchandise sales are suspended.
- F. 50/50 activities are suspended.
- G. All paper promotional materials have been removed from the lobby and box office areas.
- H. The volunteer pre-performance social is suspended.

Event Running Time

- A. Events will be limited to a running time of 90 minutes or less, except by special arrangement. The running time will be noted for patrons when purchasing tickets.
- B. There will be no intermission.

Seating

- A. Seating maps of the auditorium will reflect a 2 metre (6 feet) distance between audience members. Every seating group will have access to an aisle, which will reduce the need for patrons from separate groups to pass one another in the same row.
- B. The first row of the audience will remain a minimum of 3 metres (10 feet) from the performers on stage.
- C. Unused seat bottoms will be strapped into an upright position to make it easier for patrons to move in each row.
- D. Until further notice, the balcony will remain closed.

LEVEL 2: ENGINEERING CONTROLS

Water & Beverages

- A. Patrons may bring their own resealable beverage containers containing non-alcoholic beverages only. Alcohol is not permitted.
- B. The water fountain in the north lobby will only have the self-serve bottle refill function available. The fountain spout will be turned off.
- C. Bottled water is for sale (no cash) at coat check.

Washrooms

- A. Washroom access will be monitored so occupancy limits are not exceeded.
- B. Selected washroom stalls urinals will be locked and marked as unavailable to ensure physical distancing.
- C. The lower level washrooms will only be available during and after the performance.
- D. There will be a washroom occupancy monitor for both the main and lower washrooms.
 - The occupancy limit in the main level women's washroom is 1.
 - The occupancy limit in the lower level women's washroom is 3.
 - In the lower level women's washroom, only 2 sinks will be in use.
 - The occupancy limit in the lower level men's washroom is 3 (2 stalls and 1 urinal).
- E. The lineup for the main level washrooms will form along the exterior wall in the north lobby.
- F. The lineup for the lower level washrooms will form in the lounge area beside the top of the stairwell.
- G. The washroom occupancy monitor will allow a maximum of 3 people access to the lower level washrooms at a time. When the 3 patrons have finished in the washroom and returned upstairs, the next 3 patrons will be permitted access.
- H. If a patron needs to use the washroom during the performance, the patron may be delayed readmittance until the event services team member determines a safe way to do so without compromising the space of other patrons.

Doors

- A. To reduce exposure to multi-touch surfaces, only the event services team will open and close exterior and auditorium doors.
- B. The exterior doors will be propped open while patrons are entering and exiting.

- C. The auditorium doors will remain open for the duration of the event whenever possible to allow for extra air circulation. These doors may need to be closed to accommodate stage effects or disruptive exterior noise.
- D. The double doors separating the main and north lobbies will remain open for all events to allow for extra air circulation.

Front of House Equipment

- A. The event volunteer vests will be limited to 6 for each event. The vests will be washed and heat dried after each event.
- B. Event radios and headsets will be sanitized before and after each use.
- C. Ticket scanners will be sanitized before and after each use.

Lobby Chairs

There are 4 chairs positioned along the large poster wall in the lobby. These chairs may be used by patrons who have mobility issues, who are unable to stand for longer than a few minutes, or who cannot use stairs to enter the auditorium. They will wait here to be ushered into the auditorium.

Barriers

- A. A clear acrylic barrier will be installed in the box office window and a portable, clear acrylic shield will be set up for the north lobby ticket scanning station.
- B. A clear acrylic barrier will be installed on the coat check countertop.
- C. Access to the front row of seats in Orchestra Centre will be restricted by a barrier at each end of the row.
- D. A clear acrylic barrier will be installed at the technical (sound) position on the accessible platform.

Wayfinding

- A. Floor markers inside and outside the venue will indicate where people should stand to maintain physical distancing.
- B. Stanchions in the north lobby will extend from the bottom of the balcony stairs across to the right side of the platform door. There will be a throughway for patron washroom access.
- C. Stanchions in the lobby will be set up directing traffic entering the venue toward the box office.

- D. Stanchions will be set up in the lounge to create a designated pathway to enter the auditorium for patrons in seats 1 – 13.
- E. Stanchions will be set up next to the lower level stairwell to create a lineup for the lower level washrooms.

LEVEL 3: ADMINISTRATIVE CONTROLS

Entrances and Exits

There are dedicated arrival times, one-way entrances, and one-way exits for patrons.

The entry and exit protocols below apply for public ticketed events. Events with special circumstances may require different entrances and exits which will be communicated directly to patrons.

Seats 1 – 13

- A. Designated entry time is 10 minutes prior to the event start time.
- B. Patrons in these seats will enter the venue through the main front doors on Cliffe Avenue (door A – set of doors closest to the box office).
- C. Physical distance markers will be placed on the floor and the sidewalk to indicate where to line up. The lineup outside the venue will extend towards 5th Street.
- D. After the performance, patrons in these seats will exit through the upper Orchestra Right door of the auditorium and follow the path out through the main front doors onto Cliffe Avenue.
- E. Anyone requiring assistance is asked to remain at their seats until all other patrons have exited for exit direction by the event services team.

Seats 14 – 30

- A. Designated entry time is 20 minutes prior to the event start time.
- B. Patrons in these seats will enter the venue through the north lobby doors on Cliffe Avenue (door B – set of doors closest to 4th Street parking lot).
- C. Physical distance markers will be placed on the sidewalk to indicate where to line up. The lineup outside the venue will extend towards 4th Street.
- D. After the performance, patrons in these seats will exit through the lower Orchestra Left doors that open out to the Jubilee Square parking lot (between the venue and Native Sons Hall). This exit path will go up a set of stairs.

- E. Anyone requiring assistance or unable to use stairs is asked to remain at their seats until all other patrons have exited for exit direction by the event services team.
- F. If a patron needs to exit before the performance ends, patrons in seats 14 – 30 are asked to exit through the same door that they entered the venue.

Accessible Platform

- A. Designated entry time is 20 minutes prior to the event start time.
- B. Patrons in these seats will enter the venue through the north lobby doors on Cliffe Avenue (door B).
- C. Physical distance markers will be placed on the sidewalk to indicate where to line up. The lineup outside the venue will extend towards 4th Street.
- D. After the performance, patrons in these seats will exit through the north lobby exterior doors onto Cliffe Avenue.
- E. Anyone requiring assistance is asked to remain at their seats until all other patrons have exited for exit direction by the event services team.

Latecomers

Latecomers for public ticketed events will not be admitted beyond 30 minutes after the event start time.

Signage

- A. Signage is posted at entrances to the venue outlining who is permitted to enter and under what guidelines.
- B. Signage is posted in workspaces for employees outlining COVID-19 safety protocols and occupancy limits.
- C. Signage is posted throughout the public areas of the venue outlining COVID-19 safety protocols.
- D. Instructional and directional signage will remain in place for the duration of the COVID-19 pandemic.

Occupancy Limits

Occupancy limits have been established for administrative office, box office, elevator, washrooms, and auditorium.

Sanitizing

On event days, the public areas of the venue will be sanitized before each event.

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. Employees and volunteers must wear masks while on shift. 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. 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.

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.

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. 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

- A. Employees will debrief after each event to evaluate protocols and update the plan and procedures as necessary.
- B. Employees will provide COVID-19 safety protocol feedback on each departmental post-event report.
- C. Overall protocols will be reviewed on a monthly basis.

PATRON EXPERIENCE

Purchasing Tickets

- A. The box office will be open for limited in person traffic. Debit and credit will be accepted as payment, but no cash transactions.
- B. Tickets sales will be available up to 24 hours prior to event time.
- C. Patrons are encouraged to choose e-tickets as the delivery method for at home printing or display on a mobile device. An adapted will call option will be available. Will call tickets will only be available for pick up at the designated entry time for the event. These will call tickets will be held at the entry door as designated by the seat location of the tickets.
- D. All ticket purchasers should have a valid email address to receive pre-event information.
- E. If a patron does not have an email address or access to an electronic device, they will be provided with a paper copy of the COVID-19 safety protocols for patrons and may be phone by the box office with any new critical safety protocols prior to the event.
- F. For contact tracing purposes, patrons must provide full contact details (first name, last name, and phone number) of those who will be using the tickets they purchase. This is mandated by the Provincial Health Officer.
- G. Tickets are transferrable up to 24 hours prior to the start time of an event and updated contact tracing information must be submitted via phone or email to the box office.
- H. The seating map has designated seats in bubbles of 1 or 2 to allow for physical distancing in the auditorium.

Pre Event

- A. All ticket purchasers will receive a pre-event information email within 24 hours of the event start time.
- B. The email will contain the designated arrival time, directions for entering and exiting the venue, and any additional event details.
- C. Patrons who feel unwell, regardless of symptoms, must stay home. They may contact the box office via phone or email for a refund.
- D. Patrons are asked to arrive no earlier than their designated entry time.
- E. Patrons are required to wear masks. Everyone entering or remaining in the venue must wear a mask that covers the nose, mouth and chin.

- F. The only exception will be for patrons who cannot wear a mask due to medical reasons. This advisory will be communicated to patrons on the SWTS website and during the ticket purchasing process.
- G. We will not refuse entry to patrons who cannot wear a mask for medical reasons.

Entering the Venue

- A. There will be 2 points of entry depending on the assigned seat number or area: the main doors and the north lobby doors on Cliffe Avenue.
- B. E-tickets may be printed out on paper or displayed on a mobile device for entry.
- C. Tickets will be scanned (contactless) either inside the north lobby entry door or at the box office depending on the seat number.
- D. Patrons will be asked to use the hand sanitizing stations inside each entry door.

Seats 1 – 13

- A. Designated entry time is 10 minutes prior to the event start time.
- B. Patrons in these seats will enter the venue through the main front doors on Cliffe Avenue (door A – set of doors closest to the box office).
- C. Physical distance markers will be placed on the floor and the sidewalk to indicate where to line up. The lineup outside the venue will extend towards 5th Street.
- D. Anyone requiring assistance who has mobility issues or who cannot use stairs to enter the auditorium will wait in the lobby chairs to be ushered to their seats.

Seats 14 – 30

- A. Designated entry time is 20 minutes prior to the event start time.
- B. Patrons in these seats will enter the venue through the north lobby doors on Cliffe Avenue (door B – set of doors closest to 4th Street parking lot).
- C. Physical distance markers will be placed on the sidewalk to indicate where to line up. The lineup outside the venue will extend towards 4th Street.

Accessible Platform

- A. Designated entry time is 20 minutes prior to the event start time.
- B. Patrons in these seats will enter the venue through the north lobby doors on Cliffe Avenue (door B).
- C. Physical distance markers will be placed on the sidewalk to indicate where to line up. The lineup outside the venue will extend towards 4th Street.

Entering the Auditorium

Patrons are asked to go directly to their designated seats.

- A. Seats 1 – 13 will follow a path from the box office through the lounge area and enter the auditorium through the lower Orchestra Right door. This entry path will go down a set of stairs.
- B. Anyone requiring assistance or unable to use stairs is asked to let the box office know upon entry. They will wait in designated lobby chairs to be ushered to their seats once all other patrons have been seated.
- C. Seats 14 – 30 will follow a path from the north lobby exterior doors and enter the auditorium through the upper Orchestra Left door.
- D. Accessible platform seats will follow a path from the north lobby exterior doors to the platform area.

During An Event

- A. Patrons are asked to remain seated for the duration of the event unless they need to use the washroom.
- B. Both the main level and lower level washrooms are available for use and washroom access will be monitored so occupancy limits are not exceeded.
- C. The lineup for the main level washroom will form along the exterior wall in the north lobby.
- D. The lineup for the lower level washroom will form in the lounge area beside the top of the stairwell.

Exiting the Venue

Patrons are asked to maintain physical distancing of 2 metres (6 feet) between their party and others while exiting.

Seats 1 – 13

- A. After the performance, patrons in these seats will exit through the upper Orchestra Right door of the auditorium and follow the path out through the main front doors onto Cliffe Avenue.
- B. Anyone requiring assistance is asked to remain at their seats until all other patrons have exited for exit direction by the event services team.

Seats 14 – 30

- A. If a patron needs to exit before the performance ends, patrons in seats 14 – 30 are asked to exit through the same door that they entered the venue.
- B. After the performance, patrons in these seats will exit through the lower Orchestra Left doors that open out to the Jubilee Square parking lot (between the venue and Native Sons Hall). This exit path will go up a set of stairs.
- C. Anyone requiring assistance or unable to use stairs is asked to remain at their seats until all other patrons have exited for exit direction by the event services team.

Accessible Platform

- A. After the performance, patrons in these seats will exit through the north lobby exterior doors onto Cliffe Avenue.
- B. Anyone requiring assistance is asked to remain at their seats until all other patrons have exited for exit direction by the event services team.

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