



Okanagan Symphony Society (OSS)

COVID-19 Safety Plan



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COVID-19 Safety Plan: Okanagan Symphony Society (OSS)

The Okanagan Symphony Society (OSS) is committed to providing a safe and healthy workplace for all employees, musicians, contractors, and guests. The following Safety Plan has been developed based on WorkSafe BC, the Centre for Disease Control and the Public Health Authority guidelines as of September 2020 and will be updated as required. Any updates will be communicated to all employees, musicians, contractors, and guests with as much notice as possible.

Assessing the Risks of our Organization

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face.

The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

First level protection (elimination)

Limit the number of people at the workplace and ensure physical distance whenever possible

- We have established and posted an occupancy limit for our premises. Public Health has advised that the prohibition on gatherings of greater than 50 people refers to “one-time or episodic events” (weddings, public gatherings), and is therefore not intended to apply to workplaces. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained.
- In order to reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling of work tasks, and limiting the number of customers and visitors in the workplace.
- We have established and posted occupancy limits for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.
- We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

Second level protection (engineering)

Barriers and partitions

- We have determined that barriers are not necessary in our office or performance spaces.

Third level protection (administrative)

Rules and guidelines

- We have identified rules and guidelines for how workers should conduct themselves.
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

Fourth level protection (PPE)

Using masks

- We have reviewed the information on selecting and using masks and instructions on how to use a mask.
- We understand the limitations of masks to protect others from the wearer's respiratory droplets. We understand that the protocols regarding masks are changing and that wearing a non-medical, cloth mask, or face covering is now an expectation in most indoor public spaces.
- We have trained workers in the proper use of masks.

Implement effective cleaning and hygiene practices

- We have reviewed the information on cleaning and disinfecting surfaces.
- Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.
- We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus.
- We have identified cleaning protocols for all common areas and surfaces in the office.
- Workers who are cleaning have adequate training and materials.
- We have removed unnecessary tools and equipment to simplify the cleaning process – e.g., coffee makers and shared utensils and plates.

Okanagan Symphony Society Covid-19 Safety Plan

This document is to be used by Okanagan Symphony Society workers, musicians, contractors, volunteers and participants as the guidelines for our COVID-19 restart and our organizational work.

How COVID-19 is Transmitted

COVID-19 is transmitted by large droplets which may be generated when an infected person coughs or sneezes. Droplets travel a short distance through the air (less than two metres) and can be deposited on inanimate surfaces or in the eyes, nose, or mouth. Scenarios that create an increased risk include:

- Exposure to potentially infectious respiratory droplets via close contact (within two metres) with a COVID-19 positive person experiencing respiratory symptoms (e.g., sneezing, coughing).
- Transfer of the virus via direct physical contact (e.g., touching contaminated skin/hands) with a COVID-19 positive person.
- Contact with an inanimate object, such as contaminated surfaces and objects, which can serve as the vehicle for transmission of the COVID-19 virus.

How to Prevent the Spread of the Virus

The provincial health authority has stated that the risk of transmission from social interaction in organizational settings and public institutions is a function of two variables:

1. the number of contacts = the number of people present at the same time in a setting
2. contact intensity in a setting = the type of contact (close/distant) and the duration of the contact (brief/prolonged)

Workers, musicians, contractors, and volunteers can prevent the spread of all viruses, including coronavirus, and other infectious illnesses with just a few simple habits:

- washing hands often with soap and water for at least 20 seconds
- avoiding touching your eyes, nose or mouth with unwashed hands
- coughing or sneezing into your sleeve and not your hands
- staying home if you are sick
- maintaining social distancing and avoiding large groups

Organization Responsibilities

The Board, workers, musicians, contractors and volunteers of our organization all have a responsibility to prevent exposure to COVID-19 in the workplace.

The Board is responsible for the health and safety of its workers and all other workers at the workplace. It is responsible for completing and posting the COVID-19 Safety Plan and for training and educating everyone at the workplace of the contents of that plan. The Board is also responsible for having a system in place to identify the hazards of COVID-19, to control the risk, and to monitor the effectiveness of the controls.

Workers, Musicians, Contractors and Volunteers are responsible for taking reasonable care to protect their own health and safety and the health and safety of other people at the workplace. In the context of COVID-19, this means workers are responsible for their own personal self-care, which includes frequent hand washing and staying home when sick. Workers are also responsible for reporting unsafe conditions and following the procedures put in place to control the risks associated with COVID-19.

What to do if you have COVID-19 Symptoms

If a worker, musician, contractor or volunteer has any COVID-19 symptoms they **must** self-isolate at home and immediately arrange for a COVID-19 test. They **must** contact their manager that they have symptoms and will not be reporting to work. If they test positive, they cannot return to work until they test negative or until symptoms completely resolve or they have permission to return to work from their doctor. They should contact their manager with regular updates regarding their estimated return to work date. If they test negative, they can return to work immediately.

If a worker, musician, or contractor develops any COVID-19 symptoms while at work they **must** go home immediately, arrange for a COVID-19 test and self-isolate at home. If they test positive, they cannot return to work until they test negative or until symptoms completely resolve or they have permission to return to work from their doctor. They should contact their manager with regular updates regarding their estimated return to work date. If they test negative, they can return to work immediately.

Musicians who are considered in high risk categories, or who live together with or in close proximity to vulnerable and/or immunocompromised individuals, may be excused from services. These services will be unpaid, and status as a core musician will not be compromised.

Workers, musicians, contractors, or volunteers who live in the same household as a confirmed or clinical COVID-19 case **must** stay home until the household is well. Worker, musicians, contractors, or volunteers who have been exposed to anyone confirmed to have COVID-19, or to anyone with possible symptoms of COVID-19 should call HealthLink BC at 8-1-1 for an assessment and to determine any necessary next steps.

[The Canada Recovery Sick Benefit \(CRSB\)](#) is available and gives income support to employed and self-employed individuals who are unable to work because they are sick or need to self-isolate due to COVID-19, or have an underlying health condition that puts them at greater risk of getting COVID-19.

If it is discovered that employees, musicians, contractors or volunteers have not followed the OSS COVID-19 Safety Protocols they may be removed from the office space, asked to leave a rehearsal or performance, told to self isolate, or another reasonable action based on the circumstances.

As a worker, musician, contractor, or volunteer of the Okanagan Symphony Society, you are expected to follow all the current health authority protocols regarding social distancing, wearing a mask, and gathering within appropriate group sizes. If it is discovered that you have not been following the provincial protocols, you may be told to self isolate, you may not be allowed to attend a rehearsal or performance and/or be in the office.

Organization Monitoring

- The OSS will identify a Safety Protocol person to each program or series of programs to monitor the OSS team and ensure safety for all.
- The OSS will create an online self screening questionnaire for musicians performing and participants in programs.

Personal Protective Gear

The OSS will provide the following PPE for programs and activities:

- Non latex gloves
- Hand sanitizer
- Sanitizing and disinfecting wipes and sprays
- Paper non-surgical masks as back ups

Musicians will be provided with a stipend to purchase a cloth mask that is black in colour for performances and which must fit properly and be worn over the nose.

Conditions Under Which an OSO Program Could be Cancelled

The Okanagan Symphony Society could cancel proposed activities if any of the following happen:

- The provincial health authorities roll back the BC Restart plan to Phase 2 or Phase 1 or restrict the number of people who can gather.
- The Music Director cannot perform her duties as conductor for Main Stage concerts or as co-conductor of the OSYO program and a suitable alternative can not be found.
- On a case by case basis, if enough participants involved in a specific program are unable to perform their duties, thus impacting the quality of the performance to such an extent that the integrity of the program is compromised the program may be cancelled. Such cancellation will be made in consultation with the ED, MD and the President or designate from the board.

OKANAGAN SYMPHONY SOCIETY PROTOCOLS

The Okanagan Symphony Society Covid-19 Safety Plan includes protocols related to the people working in these areas of our organization as outlined in the following pages:

- Office Staff and Volunteers
- Musicians, performers, and stage crew involved in OSO Mainstage activities
- Staff, musicians, OSYO youth participants and parent volunteers in the OSYO program
- Staff, musicians, volunteers and participants at OSO Community Engagement activities
- OSO Audiences

Office Workers and Volunteers

Location: 865 Bernard Avenue, Kelowna

Administrative staff and contractors employed by the Okanagan Symphony Society will have the ability to work remotely, and at the office maintaining physical distancing at all times. Should recommendations from the Public Health Authority change, these guidelines may also change.

General Overview

- Staggered start and end times will be implemented to alleviate crowding at the entrance/exit location and to ensure physical distancing requirements of at least 2 metres are maintained.
- Hand washing and/or sanitization stations will be available.
- Meetings or gatherings where physical distances cannot be maintained will be avoided. Zoom, meetings outside as weather permits, or smaller groups will be considered.
- Disposable towels will be provided in washroom and kitchen areas.
- No handshaking.
- Coughing and sneezing etiquette into elbow.
- Frequent handwashing is recommended.
- The occupancy level established for the office is 5 people and signage will be posted.
- Clear signage related to health, safety and hygiene guidelines will be posted.
- Sanitizing and disinfecting supplies will be available in each workspace.
- The office door will remain locked to outside visitors and suppliers.

Protocols

Accessing the office

Administrative Staff will:

- Hand wash or hand sanitize upon entering the space.
- Wipe down their workstation at the start of their shift.
- Verbally communicate movement to colleagues through the office upon arrival.
- Restrict movement to their designated workspace as much as possible.

While at the office

Administrative Staff will:

- Maintain physical distancing or wear a mask when this not possible.
- Clean multi touch surfaces immediately following use (ie. photocopier, washroom/kitchen sinks, meeting table) with the supplies provided in those spaces.
- Use personal tableware and utensils for lunches or snacks, and wash and put away personal items following use.
- Respond to door enquiries as necessary maintaining physical distancing and/or wearing a mask when engaging with suppliers and other enquiries. Sanitize the points of contact following their departure.

Leaving the office

Administrative staff will:

- Wipe down their workstation surface before leaving at the end of their shift.
- Use a Lysol wipe or hand sanitize before turning off the lights and alarming the building, if they are the last one to leave the office.

Musicians, performers and stage crew involved in OSO Mainstage activities

Location: various venues

Musicians, performers, and stage crew employed by the Okanagan Symphony Society will be involved in the Main Stage performance delivery model at theatre venues which may include the Kelowna Community Theatre, the Cleland Community Theatre, the [Vernon Performing Arts Centre](#) and the Venables Theatre as well as any other performance venues where concerts might take place. This model includes socially distanced performances with a limited audience of 50 patrons aligning with safety protocols established by the venue. Should recommendations from the Public Health Authority change, these guidelines may also change.

General Overview

- Concerts will be reduced in duration and will not include intermissions.
- Social/physical distancing of at least 2 metres should be maintained between musicians, crew, and staff at all times.
- Orchestra seating will ensure strict social/physical distancing with a minimum of 2 metres between performers.
- It has been determined that a maximum of 25 musicians including the conductor and stage crew can be on stage at any given time.
- In enclosed spaces outside the venue and in all backstage areas, face masks must be worn.
- Any venue specific protocols or identified signage must be adhered to.
- Backstage areas are notoriously congested. To minimize contact and to ensure safe flow of performers, crew and staff, follow any directional arrows that have been placed on the floors.
- Clear signage backstage will indicate room occupancy levels and health, safety and hygiene guidelines.
- Everyone can bring and handle their own personal water bottles.
- No food will be provided, you may bring a personal snack that can be easily eaten backstage.
- There will be no lost and found. Any items left behind will not be held. Please keep personal belongings brought into the facility to a minimum and remember to remove all items when you leave the venue.
- No handshaking.
- Coughing and sneezing etiquette into elbow.
- Frequent handwashing is recommended.
- Hand washing and/or sanitization stations will be available backstage.
- Stage crew should always wear face coverings and gloves when those do not interfere with essential work functions.
- Stage crew to sanitize all production equipment and cargo
 - when unloaded at the venue
 - before reloading after each performance

Protocols

Venues

Access to the Venue and Backstage

Production staff will:

- Enter/exit only through the venue Stage Door.
- Hand sanitize upon arrival.
- Hand wash frequently as needed.
- Wear a mask upon entering the venue, and at all times while backstage and on stage.

- Wear gloves when moving /arranging equipment /handling instruments.
- Dispose of gloves at the end of the performance in the provided receptacle.

Music Director or Guest Conductor will:

- Enter/exit through the venue Stage Door after the confirmed call time.
- Hand sanitize upon arrival.
- Wear a mask or visor upon entering the venue, while back-stage and on-stage.
- Change room doors will be fixed open and change rooms available for storage of personal items only. Please arrive at the venue ready to perform.

Musicians and Guest Artists will:

- Enter/exit through the venue Stage Door after the confirmed call time.
- Hand sanitize upon arrival.
- Wear a mask upon entering the venue, and while back-stage and up until you are situated in your chair onstage.
- Change room doors will be fixed open and change rooms available for storage of personal items only. Please arrive at the venue ready to perform.
- Instrument storage areas will be identified.

On Stage

Pre-performance/rehearsal

- Musicians can take their seats on stage at their leisure, maintaining physical distancing upon arriving.
- Masks may be removed once you are seated in your chair.
- Masks should be folded, and placed in a pocket, or tucked under your leg on your chair but never hung on the music stand or placed on the floor.
- Music will be distributed prior to the first rehearsal, and then on subsequent concert weekends in musician identified envelopes.

Stage seating location per instrument group:

- Strings: 2m between chairs; single seating (no shared music stands).
- Winds: 3m between chairs; fluid and instrument cleaning with fresh, disposable towels, placed in sealable bags and deposited in specially marked receptacles. Wind players are asked to bring their own disposable towels and plastic bags for this purpose.
- Brass: 3m between chairs; spit valve, fluid and instrument cleaning with fresh, disposable towels, placed in sealable bags and deposited in specially marked receptacles. Brass players are asked to bring their own disposable towels and plastic bags for this purpose.
- Percussion: 2m between chairs; no sharing instruments or equipment amongst players.
- Harp and Keyboards: 2m between chairs.
- Conductor: 3m from first stands of instruments; microphone amplification for verbal remarks in rehearsal.

Post performance/rehearsal

- Masks will be worn during stage departure.
- In order to vacate the stage in a safe manner maintaining social/physical distancing, the following departure sequence must be adhered to.

- Music Director and Concertmaster
- Brass
- Strings
 - Basses
 - Cellos
 - Violas
 - 2nd Violins
 - 1st Violins
- Winds
- Musicians will keep their music with them for the concert weekend performances and drop their music off at the end of a weekend concert in a specified box at the theatre. Production crews will pick up the box and return it to the office where it will sit for 5 days before the music is sorted and either returned to the OSO library or rental company.

Transportation and Accommodation

- Due to COVID-19, bus transportation will be determined based on need and performance requirements.
- Hotel accommodation will be booked as single room occupancy unless there are musicians who will already be in a bubble and are willing to share.

Staff, musicians, OSYO youth participants and parent volunteers involved in the OSYO program

Location: First Lutheran Church, 4091 Lakeshore Road, Kelowna

Okanagan Symphony Society staff, OSO musicians and OSYO participants and parent volunteers will be involved in the Okanagan Symphony Youth Orchestra program. The program will be delivered in live social distanced rehearsals and through digital offerings. Should recommendations from the Public Health Authority change, these guidelines may also change.

General Overview

- Rehearsals will be 2 hours in length. Breaks will be staggered, and students will stay in their room/bubble space.
- Social/physical distancing of at least 2 metres should be maintained between students, parent volunteers, coaches, conductors and staff at all times.
- It is imperative, that if a child cannot attend a live rehearsal or program for any reason that an email is sent to osyoattendance@okanagansymphony.com as early as possible.
- If students, parent volunteers, coaches, conductors exhibit any COVID symptoms, they must not attend the program, and are asked to self-isolate for a minimum of 10 days from the onset of symptoms or until symptoms completely resolve or a negative COVID test results or a doctor has indicated they can return to the program.
- All parent volunteers, coaches, conductors, staff must wear a mask while in the facility.
- While hand sanitizer will be available at entrance doors and in the program spaces, it is recommended that students keep a travel sanitizer in their instrument case.
- No handshaking.
- Coughing and sneezing etiquette into elbow.
- Frequent hand sanitizing is recommended.
- There will be no lost and found. Any items left behind will not be held. Please keep personal items brought into the facility to a minimum and remember to remove all items at the end of rehearsal.
- Washrooms will be available for use at the facility, but it is encouraged that students only use them if necessary.
- Room Occupancy signage will be posted. Occupancy levels have been identified as follows:
 - Sanctuary and Fellowship Hall = 50
 - Youth Room = 10

Students:

- Will be assigned a specific entrance door which corresponds to the room they will be rehearsing in. A master schedule and seating plan will be sent before each rehearsal.
- Will be able to access the space 15 minutes before the start of the rehearsal. Percussion students can access the space 30 minutes before the start of the rehearsal.
- Will only be assigned to one room/bubble space per rehearsal.
- Must wear masks from when they exit their vehicle until they are seated in their chair in their assigned room. Masks may be removed only while they are in their chair. When not in use masks should be folded and placed in their instrument case.
- Must wear masks and maintain physical distance in the parking lot and when moving through the facility halls, using the washroom, or leaving the program.
- Will be physically distanced at 2 metres for strings/percussion and 3 metres for winds/brass. Plexiglass may be used if physical distancing cannot be maintained in the Youth Room.
- Will receive their music at rehearsals and are asked to bring their music with them each week.

- Must bring their own music stand to rehearsals. There will be no sharing of music stands.
- Who play wind and brass instruments must bring newspaper or a cloth for the floor to absorb any liquids from their instrument. They must remove this at the end of the rehearsal and dispose of it themselves. Students are required to bring a plastic bag for this purpose so that the cloth/paper is removed from the building and discarded at home.
- Are encouraged to bring their own water bottle and may bring a personal snack that can be easily eaten at their own space.

Parents:

- May not enter the facility while dropping off or picking up their children.
- Will not be able to wait in the facility during the rehearsal. Only those people involved with the facilitation of the program will be able to enter the facility. This is a First Lutheran Policy.

Protocols

Preparation of the space before Rehearsals:

- A small team of parent volunteers will set up and sanitize chairs using the room plans and rope templates for physical distancing.
- Signage related to room occupancy levels, hand washing, and safety protocols will be posted each week.

Before Leaving your Home, Students must:

- Complete the COVID-19 screening questions form sent to their inbox on Sunday mornings. Students will not be able to attend the program if their COVID-19 screening questions form has not been submitted, or they have answered yes to any of the screening questions.

At the start of rehearsal Parent Volunteers, Coaches, Conductors will:

- Arrive at their pre-assigned entrance door.
- Complete the COVID-19 screening questions form available upon your arrival at the facility.
- Use hand sanitizer as they enter the building (provided).
- Go directly to their assigned room or task.

At the start of the rehearsal Students will:

- Arrive at their pre-assigned entrance door.
- Confirm attendance and completion of signed form with parent volunteer before entering the building.
- Use hand sanitizer as they enter the building (provided).
- Go directly to their rehearsal room.

At the end of the rehearsal Students will:

- Ensure they have all their personal belongings as there will be no lost and found.
- Wait in their space until dismissed by their coach/conductor. Percussionists will be released 15 minutes before anyone else so they can put away percussion gear.
- Exit in staggered times through the same doorway that they entered on that day maintaining physical distancing.

At the end of the rehearsal Parent Volunteers, Coaches, Conductors will:

- Sanitize the chairs with spray provided by the facility and place the chairs either back on the racks provided or in their original state.

Staff, musicians, volunteers and participants involved with OSO Community Engagement activities

To be confirmed in Q1 2021 per public health authority guidelines and approved prior to the start of any programs.

Audience Patrons attending OSO activities in venues

General Overview

OSO ticket holders who are attending a live performance in a venue where the OSO will perform must follow the safety protocols for the theatre or venue. These safety protocols may include information about:

- When and how to access the venue
- Contact tracing
- Completing a self screening questionnaire
- How tickets will be handled
- When to wear a mask
- How physical distancing will be maintained
- Whether venue washrooms will be available and their capacity
- If concessions and other amenities will be available before and/or during the performance

The OSO will impart as much information about its live performances in advance, it is best to familiarize yourself with the venue information before you go.

Should recommendations from the Public Health Authority change, these guidelines may also change.

Document Change Log

Date	Page #	Document Change

Performing Arts Protocols for Returning to Operation

The following content was posted to WorkSafe BC's website on July 31, 2020. For the most current version, please visit [worksafebc.com](https://www.worksafebc.com). These protocols provide guidance to employers in the performing arts industry, including live theatre and musical theatre, dance, opera, performance art, and symphonies. Employers may also benefit from reviewing other protocols if their workplace includes other work environments such as offices, personal services, retail, arts and culture, and food and drink services. Employers must also ensure they are abiding by any orders, notices, or guidance issued by the provincial health officer, and the appropriate health authority, that are relevant to their workplace.

Developing a COVID-19 safety plan

Employers are required to develop a COVID-19 Safety Plan that outlines the policies, guidelines, and procedures they have put in place to reduce the risk of COVID-19 transmission. Employers must involve frontline workers, joint health and safety committees, and supervisors in identifying protocols for their workplace.

The COVID-19 Safety Plan follows the six steps outlined on COVID-19 and returning to safe operation. You can also refer to the COVID-19 Safety Plan OHS Guideline for information about developing a safety plan, including the level of detail required and use of supporting documentation. Employers are not required to submit plans to WorkSafe BC for approval, but in accordance with the order of the provincial health officer, this plan must be posted at the worksite and on their website, if they have one. During a WorkSafe BC inspection, we will ask employers about the steps they have taken to protect their workers or to see the plan if it has been developed.

One part of developing your COVID-19 Safety Plan is identifying protocols that everyone at the workplace must follow to keep workers safe. We've provided industry-specific protocols below to consider as you develop the plan for your workplace. These protocols are not a list of requirements; however, they should be considered and implemented to the extent that they address the risks your workplace. You may need to identify and implement additional protocols if the protocols suggested here do not sufficiently address the risk to your workers.

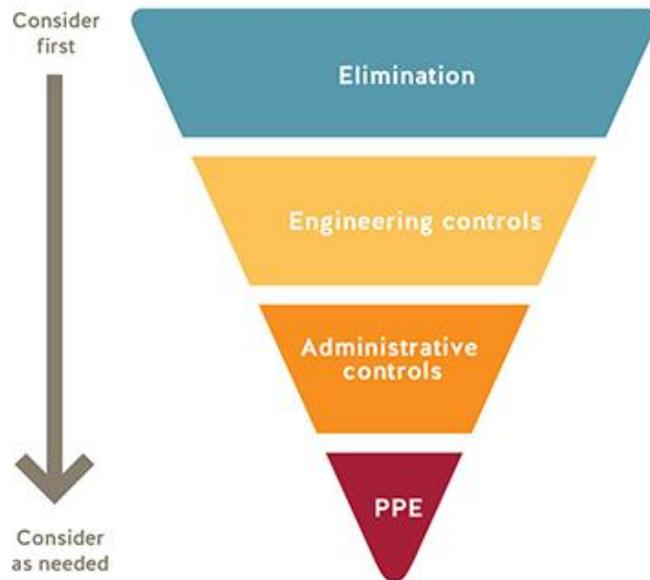
Understanding the risk

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face. Higher risk situations require adequate protocols to address the risk.

- The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.
- The risk of surface transmission is increased when many people contact same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

Selecting protocols for your workplace

Note that different protocols offer different protection. Wherever possible, use the protocols that offer the highest level of protection and add additional protocols as required.



First level protection (elimination): Use policies and procedures to keep people at a safe physical distance from one another. Limit the number of people in your workplace at any one time, and implement protocols to keep workers at least 2 metres from other workers, customers, and members of the public.

Second level protection (engineering controls): If you can't always maintain physical distancing, install barriers such as plexiglass to separate people.

Third level protection (administrative controls): Establish rules and guidelines, such as cleaning protocols, telling workers to not share tools, or implementing one-way doors or walkways.

Fourth level protection (PPE): If the first three levels of protection aren't enough to control the risk, consider the use of masks. Ensure masks are selected and cared for appropriately and that workers are using masks correctly.

Protocols for Performing Arts

General Considerations

- Establish and post an occupancy limit for the facility that includes members of the public and staff. See the COVID-19 Safety Plan for guidance on establishing occupancy limits. Establish and post occupancy limits for areas within the facility including dressing rooms, break rooms, and washrooms. Performing arts venues are subject to the provincial health officer's order on gatherings and events, which prohibits gatherings of 50 patrons or more. Ensure that physical distancing can be maintained throughout the facility.
- Post the COVID-19 Safety Plan and other related policies or procedures for workers. Communicate COVID-19 protocols to workers prior to their arrival on site. Send day calls a copy of the COVID-19 Safety Plan in advance of their call.
- Clearly communicate policies to ensure workers understand who can be at the workplace, which includes following the guidance of the provincial health officer and the BC CDC around self-isolation:
 - » Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home for 14 days.
 - » Anyone under the direction of the provincial health officer to self-isolate must follow those instructions.
 - » Anyone who has arrived from outside of Canada must self-isolate for 14 days and monitor for symptoms.

- Inform patrons when they reserve event ticket(s) of your policies restricting people exhibiting symptoms of COVID-19 and people who have come into contact with a person who has tested positive for COVID-19 from the event. Patrons should be advised that they will not be allowed access to the facility if they develop symptoms before the event. Communicate your policy and venue protocols to patrons prior to the event. Consider adjusting your cancellation and refund/exchange policy to allow for patrons to cancel without penalty should they develop symptoms.
- Provide adequate messaging on event policies and procedures at the venue or event, and through website, social medial channels, ticket purchasing sites, emails and push notifications, mobile apps, and signage.
- Include COVID-19 education where possible, including safety meetings and daily toolbox talks (where applicable).
- Identify workers who may effectively be able to work remotely or from home and limit onsite work to essential roles and responsibilities.
- Where possible, stagger work schedules and breaks to reduce overcrowding.
- Establish small working groups (or cohorts) that work together routinely and exclusively to reduce the risk of broader transmission. Examples may include small groups or teams that require closer contact for tour buses, loading, assembling, striking, rehearsing, etc.
- Consider alternatives to large gatherings, e.g., live streaming, pre-recorded shows, small acoustic concerts, solo performances, or virtual reality and other digital experiences.
- Where possible, hold events outdoors instead of indoors.
- Limit or cancel activities where distances or other appropriate controls cannot be implemented such as patrons standing by the stage, moshing and crowd surfing, photo opportunities, autographs, backstage access, etc.
- Buskers and other street performance events that attract crowds outside of a venue’s-controlled area should be avoided due to the difficulty of maintaining appropriate distancing and managing the size of the gathering.
- Assign designated restrooms to sections of theatres or venue to control patron movement.

Venues

- Workers should ensure that organizations, groups, or individuals that participate in events in a public venue comply with the venue’s rules and precautions to reduce the risk of COVID-19 transmission.
- Adjust publicly accessible spaces to support physical distancing among workers and patrons. This could include:
 - » Control and stagger entry into, and exit from, the venue. Organize patron egress from back to front or nearest the exits leaving first by row or section.
 - » Extend the time between door opening and performance start time.
 - » Increase the amount of time available for intermission to allow patrons to navigate high traffic areas such as ingress, egress, hallways, concessions, and washroom areas, or reduce the length of time for a show or event to eliminate the need for intermission.
 - » Open the lobby at the same time as house to allow patrons to move directly to seats or load venue by row or entry door.
 - » Establish different points of entry and exit from high traffic areas.
 - » Manage the flow of people by implementing one-way walkways or marking off designated walking areas.
 - » Identify areas, such as lobbies or washrooms, where crowding is common, and using workers, or barriers to redirect people who may gather in these areas.
- Create delineated and designated areas if patrons are required to wait in line. Use floor markings, lines or cones to show proper physical distance when lining up for box office, security screening, entry, washrooms, retail, concession, etc.
- Establish and communicate handwashing and sanitizing guidance for workers and patrons.

- Provide adequate hand washing and hand sanitizing facilities and ensure these are stocked with supplies. Provide at entrances and other well-marked and illuminated locations throughout the venue. These stations should allow no-touch activation if possible.
- Ensure that seating allows for a physical distance of 2 metres between people who are not in the same party. Depending on the size of seats, this may mean leaving alternating rows empty, and leaving one or more seats empty between parties. This may be done through a combination of blocking off unavailable rows, and signage and communication to patrons reminding them to leave the appropriate number of seats between parties.
- Ensure a minimum distance of at least 2 metres between performers and audience seating areas.
- Increase the availability of waste receptacles near washrooms and at venue egress points to reduce the accumulation of litter.
- If there are other productions or existing tenants sharing the complex, establish joint protocols to facilitate the recommended physical distancing, hand washing, and enhanced cleaning of common areas.
- Discontinue use of sharable worker lockers.

Cleaning and disinfecting

- Establish cleaning and disinfecting protocols that address high-contact surfaces throughout the venue. Consider the following areas in your cleaning protocols:
 - » Front of house and public areas (lobby, hallways, dining and food service areas)
 - Door handles, push plates, elevator buttons
 - Washrooms
 - Handrails and banisters for stairs, ramps, and escalators
 - Reception desks and ticket counters
 - Point of sale terminals, and other keypads
 - Tables and chairs, including arm and head rests
 - Beverage stations, water fountains, vending and ice machines
 - Trash receptacle touch points
 - » Back of house offices, dressing areas, green rooms, production areas
 - Shared office spaces
 - Door handles, push plates, doorways, railings
 - Light switches
 - Cabinet handles
 - Telephones, computers, other keypads, mouse
 - Microphones and music stands
 - Backstage and technical equipment
 - Trash receptacle touch points
 - Back of house kitchen and food preparation areas
- Ensure that arm rests within the theatres are cleaned and disinfected regularly.
- Ensure dressing rooms and trailers are cleaned and disinfected before being assigned to a new performer.
- Ensure all outside gear entering a venue is cleaned and sanitized upon arrival at workplace.

Delivering and receiving goods

- Establish pick up and drop off areas for courier drivers and ensure that physical distancing is maintained throughout the delivery and drop-off.
- Request contactless delivery to maintain physical distancing requirement (e.g., delivery person leaves packages in a pre-arranged location). This option may be limited if signing or proof of receipt is required.

Performers, including actors, dancers, and musicians

- Consider alternative methods for performances that require close contact between performers. This may include intimate or fight scenes that require close contact over extended periods. Discuss protocols with appropriate personnel for workers who have scenes that require closeness or intimacy, and schedule those scenes strategically. Performers have the right to refuse close contact with others, such hugging, kissing, and stunts requiring close contact.
- Playing instruments or singing may result in greater dispersion of droplets from each worker due to higher intensity breathing in addition to participant movement. Position workers to maximize physical distancing. Where possible, perform these activities outdoors.
- Reduce the number of workers in large gathering areas such as backstage and waiting areas. Establish and post occupancy limits. Limit access to essential personnel only.
- Mark areas on stages to ensure each worker is assigned a designated area in which they can move about to maintain physical distancing with other workers.
- Where feasible, workers should put on and adjust their own headphones, in-ear monitor, and microphone to ensure physical distancing is maintained.
- Wherever possible, instruction and practice sessions should be conducted remotely, via video conference or other means.

Casting and auditions

- Travellers to B.C. from outside of Canada may not be permitted to enter the province, and if they do, they are required under order by the provincial health officer to self-isolate for 14 days.
- Cast remotely wherever possible by using virtual meetings or other means.
- Cast members of the same household in activities where physical distancing cannot be maintained and where appropriate.
- Eliminate open calls and assign arrival times. Do not allow individuals to enter facility until scheduled time.

Costumes, wardrobe, hair and makeup services

- Refer to WorkSafe BC guidance for motion picture and television production for additional protocols for costumes, wardrobe, hair and makeup services.
- Restrict dressing rooms to single occupancy, unless provided to members of the same household.
- Use larger rooms where physical distancing can be maintained or barriers can be installed (arrange for at least 2 metres between work stations). Where physical distancing cannot be maintained and other control measures such as barriers cannot be used, masks should be worn to reduce the risk of transmission. Ensure that masks are selected and cared for appropriately and that workers are using masks correctly. If the type of mask used does not offer adequate protection to the wearer, clients should also be encouraged to wear masks to protect workers.

Production and back of house

- Develop strategies to limit the number of workers required during load-in, run, and strike. Restrict back-of-house workers to essential personnel only.
- Stagger technical set up time, rehearsal or sound check time so they do not overlap.
- Post occupancy limits in enclosed spaces such as control/sound booths, change or dressing rooms, green rooms, tents and orchestra pits.

- Reduce the number of workers allowed, to conform with physical distancing guidelines or if not possible, consider barriers such as plexiglass or mute shields between musicians where possible.

Tools, equipment, props, and instruments

- Where possible, equipment should be assigned and kept with a specific department or working group. For example, each department (carpentry props, lighting, sound, etc.) should have their own gear including hand tools, portable power tools, carts, cases, tape, etc.
- Assign personal visual and audio equipment such as microphones, radios, headsets, etc. to individual workers for their exclusive use. These can be stored in labeled, sealed bins or bags.
- Minimize the sharing of tools, equipment, props, instruments, musical scores and all other items. Establish protocols for cleaning/disinfecting shared items before they are used by another person. Workers should wash or sanitize their hands before and after using shared items.
- Ensure shared items and high-contact areas of the work area are included in cleaning and disinfecting protocols for the workplace. For electronics, follow the manufacturer's instructions for all cleaning and disinfecting.
- Consider using wipeable covers for electronics, touchscreens and keypads.
- Clean and sanitize production equipment and cargo when loaded at the warehouse and unloaded at the venue.

Construction

- Refer to WorkSafe BC guidance for construction for protocols pertaining to load in, set-up, run, and strike.

Transportation of workers and charter buses

- Restrict access onto charter or tour buses to authorized personnel only.
- Seat workers in such a way that a physical distance of 2 metres is maintained wherever possible except between members of the same household or working group or cohort. Consider using larger vehicles or multiple vehicles to give people more space. If it is not possible to ensure 2 metres of distance between workers in a vehicle through these measures, consider other control measures, such as the use of masks.
- Implement a process that allows for physical distancing when loading and unloading buses or other vehicles.
- Ensure high contact surfaces within vehicles are routinely cleaned and disinfected. These include seats, seatbelts, headrests, door handles, steering wheels, and hand holds. For charter buses this includes couches, beds, washrooms, tables, etc.

Patrons and Front of House

- Ensure any workers that are expected to manage line-ups of patrons are trained in COVID-19 protocols. Ensure that they have support and strategies for dealing with patrons who may be unwilling or who are unable to understand the approach to managing volumes.
- Provide audience instruction prior to the show to emphasize changes and new expectations around audience behaviour, regular egress, emergency egress and washroom use.

Valet parking

- Workers should wash or sanitize hands between each vehicle. Ensure handwashing stations or sanitizing supplies are available close to the valet area.
- Workers should consider wearing masks while in the vehicle for the comfort and security of the vehicle owner.

- Disinfect any touched surfaces in vehicle upon entering and exiting the vehicle including the steering wheel, door handle, and vehicle controls. Ensure a waste receptacle is available upon exiting the vehicle so that cleaning supplies can be discarded.
- Reconfigure queuing area for egress or designate valet waiting. Patrons should be called when their vehicle is ready.

Box office

- Provide physical barriers such as glass partitions or plexiglass at point of sale stations, and open ticket windows such as will call and box office.
- Provide online ticket options.
- Install guest-operated card readers where possible.
- Encourage patrons to pick up tickets in advance of performance date. Establish will-call pickup time slots to control peak traffic.

Security screening

- For services where physical distancing cannot be maintained and other control measures such as barriers cannot be used (for example workers conducting a pat-down), masks should be worn to reduce the risk of transmission. Masks may not protect the wearer from the virus, but they can reduce the spread of the wearer's respiratory droplets to others. For that reason, patrons should be encouraged to wear masks in these situations to protect workers. Workers should also wear masks to protect patrons. Refer to WorkSafeBC guidance on selecting and using masks.
- Review the screening area configuration to allow greater distance between patron and worker. If secondary inspection is required, provide a location for patron to remove the contents of their bag. Ensure no worker contact with the patron or belongings.
- Eliminate workers from conducting secondary hand scanning and require patrons to empty pockets, purses, bags, etc.
- Ensure hand washing or sanitizing stations are accessible by workers.

Ticket scanning and building entry

- Implement assigned entry locations to reduce crowds at the main doors.
- Adopt touchless ticket scanning; patron retains the ticket or electronic device during scanning.
- Relocate scanning locations away from the doorway to increase distancing.

Ushering

- Limit patron movement to designated seating area only.
- Eliminate usher contact with patrons and provide self-service seating and program pickup (if any).
- Increase floor marking and aisle signage to allow patrons to find their seats more easily.

Concession, counter, and bar service

On June 10, the office of the provincial health officer issued a revised order for Food Service Establishments and Liquor Services. This order provides a number of requirements for these establishments, including how occupancy

limits must be calculated, table and seating configurations, the use and configuration of barriers, collecting and maintaining contact information from patrons, and the application of the 50-person maximum order on events.

- Refer to WorkSafe BC guidance for restaurants, cafes, and pubs for additional protocols for food services.
- Establish and post occupancy limits for concession, food courts and seating areas.
- Ensure adequate handwashing or sanitizing stations are located close to food and beverage services. Post signage around effective hand hygiene practices.
- Ensure appropriate physical distancing is maintained in food service and eating areas. Consider the configuration of tables and seating to ensure distancing is maintained.
- Create delineated and designated eating areas. Use lines or cones to show proper physical distance when lining up for food or beverages.
- Mark one-way entry in and one-way exit out of eating areas.
- Provide mobile ordering or pre-ordering intermission refreshments.
- Provide barriers, such as plexiglass, at point of sale or where the physical distancing requirement cannot be maintained between workers. Ensure that barriers are included in the cleaning and disinfecting protocols.
- Redesign cashier layout or point of sale terminals to provide greater physical distancing between workers. Point of sale terminals should be assigned to one worker where possible, and they should be sanitized between each user and before and after each shift.
- Install self-service ordering and pay stations.

Retail vendors

- Refer to WorkSafe BC guidance for retail for additional protocols for retail vendors.
- Provide contactless ordering. Items for sale can be posted on a website or event app that allows for mobile ordering and on-site pickup.
- Mark merchandise sales lines on floor, with barricade, or rope and stanchion.

Recording studios and office environments

- Refer to WorkSafe BC guidance for office for protocols pertaining to office spaces.
- Encourage use of appointments and stagger appointment times to limit customer interaction.
- Provide adequate time to clean and sanitize equipment and high-touch surfaces (i.e., mic stands, door knobs).
- Encourage bringing clean personal equipment (such as headphones) to the appointment.
- Post occupancy limits for the studio based on space available and physical distancing.
- Have vocal performances conducted in an isolated room whenever possible.

Cleaning and Disinfecting Protocol

The virus that causes COVID-19 is easily destroyed by mild soap and water. This works well for handwashing, but cleaning surfaces effectively can be a challenge. That's why it's important to clean and disinfect surfaces, especially high-contact surfaces, which are surfaces that are contacted frequently and/or by many people.

How COVID-19 spreads

COVID-19 is an infectious disease that mainly spreads among humans through direct contact with an infected person and their respiratory droplets. Respiratory droplets are generated by breathing, speaking, coughing, and sneezing. Your exposure risk is greatest when you have prolonged close contact with an infected person.

The virus can also spread if you touch a contaminated surface and then touch your eyes, mouth, or nose. A surface can become contaminated if droplets land on it or if someone touches it with contaminated hands.

Understanding cleaning and disinfecting

Effective cleaning and disinfection involves a two-stage process.

- 1. Cleaning**

To disinfect a surface effectively, you must clean it first to remove surface dirt and debris. Any residue left on work surfaces and equipment may deactivate the disinfectant. Use soap or detergent as a cleaning agent.

- 2. Disinfection**

After cleaning, apply a disinfectant to the surface. You need to leave the disinfectant on for a specified contact time to neutralize any remaining organisms. Look for recommended contact times on product instructions.

Surfaces to clean and disinfect

All the common surfaces that workers and patrons touch. Examples include doorknobs, light switches, handles, countertops, desks, tables, phones, keyboards, touch screens, toilets, faucets, handles, and ATM machines.

Determine if there are other surfaces that workers, contractors, musicians, or patrons touch regularly. A workplace where the public can come and go will need a more thorough assessment and plan.

Clean and disinfect common high-contact surfaces inside and outside to limit the chance of the virus spreading through touching contaminated surfaces.

What to use to clean and disinfect

For cleaning, you can use regular soap and water or another cleaning solution. Depending on how many people are in the space and how it's used, you may need to clean some spaces more frequently.

There are a number of products you can use for disinfection. Health Canada has a list of disinfectants for use against COVID-19. They all have an assigned drug identification number. These are consumer products that don't require a safety data sheet, like some controlled products you may be familiar with. However, it's still important to follow whatever safety information is available for the product. Use these products with caution, as directed on the label, to avoid introducing other hazards into your workplace.

One of the most common disinfectant solutions is water and bleach. You can make a 500 ppm bleach solution by adding 42 mL (3 tablespoons) of bleach to 4 L (1 gallon) of water. For other quantities, use this bleach calculator. Never mix bleach with other disinfecting products. This this can result in dangerous fumes.

Some sanitizing solutions contain up to 70 percent alcohol and will release flammable vapours. Use these with caution, and don't use them if there are ignition sources nearby.

Plan for cleaning and disinfecting your workplace

What surfaces and objects are workers likely to touch? Which ones are shared?

What cleaning materials and supplies will you need?

How much cleaning materials and supplies will you need?

Where will they be stored and who will be able to use them?

How often will you need to clean?

Clean at least once a day for most surfaces and at least twice a day for high-contact surfaces. Consider how many workers are in the space; whether customers, children, or other members of the public are in the space; how long they're in the space; and how they use the space.

When is the best time to clean?

Consider cleaning before or after shifts, or before opening or after closing. Allow enough time for a thorough cleaning. Time the cleaning so it limits worker and customer exposure to cleaning and disinfecting odours.

Who will do the cleaning? You may need to limit the number of cleaners and ensure they have time to clean effectively. Make sure workers who are cleaning have been trained to use the cleaning products safely.

What personal protective equipment (PPE) will the cleaners need to protect against the cleaning chemicals?

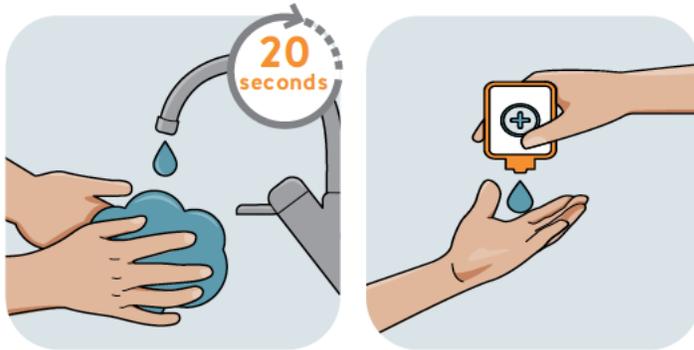
There may be some machinery or equipment in your workplace that isn't used often. To reduce the amount of cleaning you have to do, consider cleaning these items and then boxing them or covering them with plastic drop sheets or tarps until you need them.

Handwashing

Regular handwashing is an important part of maintaining clean surfaces. Establish handwashing procedures and communicate them to workers. Establish policies to ensure that workers are washing their hands regularly: at a minimum, when they arrive, immediately before any breaks, and just before leaving. This may be the most important infection control for your workplace.

Ensure workers have access to handwashing facilities. If none are available, set up handwashing stations or provide alcohol-based hand sanitizer.

Help prevent the spread of COVID-19



Wash your hands often with soap and water for 20 seconds. If soap and water aren't available, use an alcohol-based hand sanitizer.

Wash your hands:

- When you arrive at work
- Before and after going on a break
- After using the washroom
- After handling cash or other materials that have come into contact with the public
- Before and after handling shared tools and equipment
- Before and after using masks or other personal protective equipment

How to Use a Mask

Help prevent the spread of COVID-19: How to use a mask

1 Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.

2 Inspect the mask to ensure it's not damaged.

3 Turn the mask so the coloured side is facing outward.

4 Put the mask over your face and if there is a metallic strip, press it to fit the bridge of your nose.

5 Put the loops around each of your ears, or tie the top and bottom straps.

6 Make sure your mouth and nose are covered and there are no gaps. Expand the mask by pulling the bottom of it under your chin.

7 Press the metallic strip again so it moulds to the shape of your nose, and wash your hands again.

8 Don't touch the mask while you're wearing it. If you do, wash your hands.

9 Don't wear the mask if it gets wet or dirty. Don't reuse the mask. Follow correct procedure for removing the mask.

Removing the mask

1 Wash your hands with soap and water or use an alcohol-based hand sanitizer.

2 Lean forward to remove your mask. Touch only the ear loops or ties, not the front of the mask.

3 Dispose of the mask safely.

4 Wash your hands. If required, follow the procedure for putting on a new mask.

Note: Graphics adapted from BC Centre for Disease Control (BC Ministry of Health). "How to wear a face mask."

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