

# Nelson Civic Theatre Society Covid 19 Safety Plan

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## Introduction: COVID SAFETY PLAN

This document has been developed to support the Nelson Civic Theatre Society to reduce the risk of transmission of Covid -19. WorkSafe BC has outlined that a COVID-19 Safety Plan should consider the following:

1. Assessment of the risk at the workplace in order to identify the risk of transmission. This includes looking at where people congregate and what equipment and surfaces employees and others may come into contact with.
2. Implementing measures to reduce the risk of transmission, including physical distancing measures, limiting the number of people at a worksite, and cleaning and hand washing protocols.
3. Developing policies to manage the workplace including outlining self-isolation requirements prescribed by the provincial health officer and the BC Centre for Disease Control.
4. Developing communication plans and training to ensure that everyone in the workplace knows how to keep themselves safe while at work.
5. Monitoring the workplace and developing updates to the plan as needed.
6. Assessing and addressing risks from resuming operations, including whether staff will require training and/or time to refresh skills and whether changes to operational procedure and use of equipment need to be made.

To further assist in the development of a COVID-19 Safety Plan, WorkSafe BC has published "[Preventing exposure to COVID-19 in the workplace: A guide for employers](#)" (the "Guide"), which sets out three key areas that employers should consider as employees begin to return to work:

1. identifying exposure hazards and developing measures to control exposure;
2. controlling the number of people on site; and
3. prohibiting workers who are sick and those returning from outside of Canada from attending work.

NCTS has involved frontline workers and supervisors in identifying protocols for the workplace to protect the safety of workers, volunteers, and patrons. In accordance with an [order made by Provincial Health Officer Dr. Bonnie Henry on May 14, 2020](#), the COVID-19 Safety Plan will be posted at the worksite, and on the NCTS website, [civictheatre.ca](http://civictheatre.ca). Furthermore, during a WorkSafe BC inspection our COVID-19 Safety Plan will be available in binder form to a WorkSafe BC officer.

## Protocols for Returning to Operations

The following Protocol Levels are directly in line with the [standards outlined by Worksafe BC for Arts and Culture organizations returning to operations, including movie theatres](#).

### Level 1 - Elimination

#### Occupancy Limits

- Theatre occupancy will be limited to 50 patrons
- Posted Occupancy limit online and onsite
- Public Washroom occupancy will be limited to three people (women's) and two people (men's) at a time. We have posted occupancy limits on the door of each washroom.

#### Theatre Office Staff

- Staff whose employment activities enable them to work from home are encouraged to do so.
- We are limiting all non-essential meetings (and encouraging video calls between team members who do need to meet).
- Management and staff will be following suggested protocol to keep themselves and the public safe, with frequent hand-washing, regular use of sanitizers, and using gloves during food preparation and service (for those office staff who need to step into the concession).
- No more than two people at a time will be allowed in the front office and one person per office in the back. Those who wish to work at the office will be required to post their hours on the google calendar to avoid congestion.
- Anyone with symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat and painful swallowing, must self-isolate at home [for a minimum of 10 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, or who is a contact of a confirmed COVID-19 case, to [self-isolate for 14 days and monitor](#) for symptoms.
- Workers feeling ill will need to immediately inform their direct supervisor, usually the Floor Lead or the Operations Manager.

#### Physical Distancing Measures

- All patrons will be required to enter through the box office door. Physical distancing markers will be placed up the ramp for any lines that may occur. Access to the theatre will be solely through the box office.
- Patrons may exit through all available exits at the end of each show. If a patron should need to exit prior to a show starting they will need to exit through the lower theatre doors or middle doors of the lobby.
- Should we have a double bill all patrons will need to exit through the lower theatre doors. Announcements will be made prior to each show to direct patrons.

- In the event of a double bill anyone with mobility issues or who need to use the restroom after the show will be allowed to leave via the lobby. Staff or volunteers will be onsite to manage crowds on a case by case basis.
- Floor markers will be placed throughout the building to inform patrons of physical distancing starting at the box office ramp.
- Upon entering the building patrons will either line up to enter the theatre or head to the concession line. Markers will be placed on the floor to indicate where the concession line is and where the theatre line is. Overflow for the concession line will head out the doors farthest from the box office.
- In order to avoid lines and congestion patrons will be encouraged to pay online and come early. This will be done via our website, social media channels, ticket purchasing site, email, and signage.
- Patrons will be guided to available seating by ushers.
- FOH supervisor will monitor flow of patrons in and out of the lobby and restrooms.
- Family and Friend pods will be allowed to sit together in the cinema. All individuals and pods will be guided to sit with social distancing. Alternating rows will be available each night ie: Event 1: all even numbered rows; Event 2 all odd number rows. This will allow us more time to clean seats between showings. A three-seat space must be left between individuals and pods.

## **Level 2 - Engineering: Barriers and Partitions**

- We have installed barriers at the box office as well as the concession. These are the two places in the theatre where workers will not be able to properly physical distance from patrons.
- We have included barrier cleaning in our cleaning protocols, Please see the [Cleaning protocol](#) document (also included in this plan).
- HVAC & Ventilation: TI will be checking on this with High5 Maintenance to see what sort of system we have.

## **Level 3 - Administrative**

- We have identified rules and guidelines for how workers should conduct themselves. Please see [Practices for Healthy workers and Volunteers](#) document (also included in this plan).
- The above document is also used for training all staff on best practices. Proper handwashing signs provided by Worksafe BC have been posted by all sinks.

## **Level 4 - Using Masks**

- All workers handling food will be required to wear a mask during food preparation and service. The proper use of masks is covered in the [Practices for Healthy Workers and Volunteers](#) document.

## Sick Policy

Workers and others showing symptoms of Covid 19 are prohibited from the workplace.

- Anyone who has had symptoms of Covid 19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Anyone directed by the Public Health to self-isolate.
- Anyone who has arrived from outside of Canada must self-isolate for 14 days and monitor for symptoms.
- Sick workers should report to their direct supervisor.
- Sick workers will be asked to wash/sanitize their hands, provided with a face mask, and isolated. They will be asked to go straight home.
- If the worker is severely ill, call 911.
- All surfaces that the sick worker has come into contact with will be immediately cleaned and disinfected.

## Contact Tracing

NCTS will be collecting patron information at all events that take place within our space for the purpose of contact tracing.

- We will collect the first name, last name, and telephone number, **or** email address, of one member of every party of patrons, and
- We will retain this information for thirty days, in the event that there is a need for contact tracing on the part of the medical health officer.

Patrons will be notified that their information is being collected solely for the purpose of contact tracing and that in the event that we are notified of Covid 19 exposure in our venue, their contact information will be shared with Interior Health per the [BC Centre for Disease Control guidelines](#). Patrons who do not consent to their information being shared with IH under these circumstances will not be permitted in our space.

## Communication Plans and Training

### Staff and Volunteer Training

- All staff and volunteers will be supplied with the current [Cleaning Protocol](#) as well as [Practices for Healthy Workers and Volunteers](#) documents. Staff and volunteers will be shown proper hand washing practices as well as the mask wearing guidelines. They will be directed to all signage in the theatre, including capacity limits, cleaning checklist, handwashing, sneeze and cough etiquette etc. See [Communication and Training Plan](#) (also included in this plan) for a detailed checklist.
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.

- We have posted signage in the workplace, including occupancy limits and effective hygiene practices.
- All workers will receive the policies for staying home sick.

### **Monitor Workplace And Update Plans As Needed**

- All staff will be encouraged to speak up regarding ways to improve Covid 19 stay safe measures.
- There will be a checklist that must be completed each shift.
- The Operations Manager will undertake a weekly review of the [Worksafe BC guidelines, specifically as they relate to movie theatres](#), and a check in with supervisors will be held to ensure we are following up to date Covid Safety plans.

## **PROTOCOLS FOR HEALTHY WORKERS AND VOLUNTEERS**

### **HAND WASHING**

Frequent hand washing with soap is vital to help combat the spread of any virus. Employees and Volunteers should thoroughly wash their hands for twenty seconds and dry with a disposable towel or air dryer.

Employees/Volunteers must wash their hands:

- at the beginning and end of each shift and break
- after using the restroom
- sneezing, touching their face or blowing their nose
- cleaning, sweeping, mopping
- smoking, eating, or drinking
- at least every 60 minutes while on shift

### **GLOVES**

Gloves are not a substitute for regular hand washing. Gloves made of vinyl or similar non-absorbent material that allows fine motor function without possibility of contaminating the wearer's hands should be worn when conducting health checks on workers or patrons, when handling food, tickets, or any items on which infection can be transmitted, and when cleaning or disinfecting.

**Gloves will be worn when:**

- Preparing any food items
- Cash is being handled
- Serving food/drink items
- Cleaning and disinfecting

*Cashiers will not handle food items. Food and drinks will be served by a dedicated staff member who is not touching money or tickets.*

### **SOCIAL DISTANCING**

Public health guidance stresses that whenever possible, everyone should leave at least six feet (about two meters) to the person closest to them. Where a task cannot be accomplished working alone, we will endeavor to limit their exposure by forming a "work team" in which people routinely work together, but they keep their distance from everyone else.

## **MASKS**

Physical respiratory protection such as a cloth face covering should be worn whenever people are within six feet (two meters) of each other because (a) COVID-19 is spread through respiratory droplets and (b) a significant number of infected people will show no outward symptoms of illness. The use of face masks is encouraged for office workers. Face masks will be required for use when in concession making and serving food, for those checking in and speaking with patrons at the drive in.

Instructions for proper use:

- Wash your hands before putting on a face covering.
- Put the same side against your face each time to avoid wearing the “contaminated side” against your nose and mouth.
- Remove your face covering using the straps to avoid touching the part that protects your face. Wash cloth face coverings after each use, and wear other masks only according to the manufacturer’s specifications.

## **TOUCHING YOUR FACE**

Workers should avoid touching their eyes, nose, and mouth. Microphones, headphones, and other personal equipment should not be shared, and should be sanitized before and after each use.

## **COUGH AND SNEEZE ETIQUETTE**

Workers should cover their cough or sneeze with a tissue, or an elbow or shoulder if no tissue is available, followed by thorough handwashing.



## **CLEANING PROTOCOLS**

Training will be held with each returning employee in order to inform them of new cleaning, social distancing, sick, and personal hygiene policies and procedures.

We have increased cleaning measures of all high-traffic surfaces and high contact areas.

- All high touch points will be cleaned during and after every shift including: Front doors, bathroom doors, railings in theatre, theatre seat arm rests, office doors, cabinet doors, counter tops, Tills, debit machine, ticket machine, popcorn machine, sinks, mops and brooms, bathroom cleaning, vacuuming, garbage, doors, computers, movie projector.
- Credit card payment devices and point of sale terminals used by staff and the public will be sanitized regularly.
- All patrons will be asked to sanitize hands before entering the building.
- Sani stations will be available throughout the theatre.
- We encourage customers who are concerned about hygiene to bring their own hand sanitizers or disinfectant wipes.
- Concession staff will wear masks and gloves.
- Patrons will be asked to use debit/credit to limit the use of cash and cash handling
- There will be no more self serve items available. All toppings etc will be added by staff.
- Napkins, lids, straws will be kept behind the counter and distributed by staff.
- Fountain pop will be served by staff or volunteers or not used at all.

### **Sanitizing High-Touch Areas**

Surfaces and objects that are touched frequently, such as the ones listed below, will be regularly disinfected using appropriate cleaning products.

#### **Public Areas (lobby, hallways, Theatre)**

- Door handles and push plates in the lobby, concession, bathrooms, and offices (FOH, daily)
- Handrails for stairs, and theatre ramps (custodial, daily)
- Reception desks and ticket counters(FOH, before and after service)
- Telephones, Point of Sale terminals, and other keypads (FOH, before/after service)
- Tables and chairs (Custodial, after use)
- Beverage stations, water fountains, vending and ice machines (FOH, before/after service)
- Garbage receptacle touch points (FOH, after service)
- Theatre Seats (Custodial)

#### **Restrooms**

- Door handles and push plates (FOH, before/after service)
- Sink faucets and counters, and toilet handles (FOH before/after service)

- Lids of containers for disposal of women’s sanitary products (FOH before/after service)
- Soap dispensers and towel dispenser handles (FOH, before/after service)
- Trash receptacle touch points (FOH, before/after service)

#### Back of House Offices, Production Areas

- Individual office and other room furniture (Custodial, daily)
- Door handles, push plates, doorways, railings (Custodial, daily)
- Light switches and thermostats (Custodial, daily)
- Cabinet handles (Custodial, daily)
- Telephones, computers, other keypads, mouse (User, before/after use)
- Microphones (Tech, before/after use)
- Projector and technical equipment (Custodial, daily)
- Tech table computers (Custodial, daily)
- Garbage receptacle touch points (Custodial, daily)

#### Concession and Food Preparation Areas

- Handles of all kitchen equipment doors, cabinets, push pads (FOH, before/after service)
- Counter surfaces (FOH, before/after service)
- Light switches (FOH, daily at end of shift)
- Handles of beverage and towel dispensers (FOH, before/after service)
- Handles of sinks, including hand washing sink and mop sink (FOH, before/after service)
- Cleaning tools and buckets (FOH, after use)
- Garbage receptacle touch points (FOH, daily after service)

### **Cleaning and Disinfecting**

Cleaning removes dirt and impurities from surfaces and objects and may lower germ counts by removing but not necessarily killing them.

Disinfecting reduces and kills germs on surfaces and objects. Because disinfecting does not necessarily clean the surface, cleaning and disinfecting are both essential.

### **Cleaning Technique**

Clean high-touch areas by using water and soap or cleaning solution to remove dirt and impurities from surfaces and objects and reduce germ counts.

### **Disinfecting Technique**

High-touch areas should be disinfected using materials effective against COVID-19. To quickly disinfect a seating area between events, electrostatic cleaning is a means of spraying a fine mist of positively charged disinfectant particles that adhere to surfaces and objects.

**Following the Manufacturer's Instructions**

In all instances, including technical and production equipment such as microphones and headphones, it is important that cleaning procedures follow the manufacturer's instructions. This will increase the likelihood of a thorough cleaning while not damaging the equipment or voiding a warranty.

**Disposal**

Place gloves and other disposable items used for cleaning and disinfecting in a bag that can be tied before disposing of them with other waste.

**Documentation**

All health and safety practices will be documented using daily dated checklists. These logs will be kept on file for reference.

## COVID COMMUNICATION AND TRAINING PLAN

All staff and volunteers will require additional training in all covid related policy and procedure. Each person will be given the Covid Safety Plan, Practices for healthy workers, as well as the Cleaning protocols. The following checklist will be used to ensure all relevant information is communicated and understood. It will then be signed and dated by the supervisor and the staff/volunteer and kept on file.

- Have read and consented to the *Covid Safety Plan*
- Have read and understand *Practices for Healthy Workers and Volunteers*
- Have been given and understand daily *Cleaning Protocols* and shown where/ how to check off jobs. This list will then be given daily to the direct supervisor
- Handwashing signs have been shown and discussed
- Cough/Sneeze signs have been shown and discussed
- Sick policy have been discussed and understood
- Proper use of gloves has been demonstrated and understood
- Social distancing has been discussed
- Flow of patrons to allow for as much social distancing as possible has been discussed
- Proper use of masks has been discussed
- Cough and sneeze/touching your face etiquette has been discussed

**Supervisor signature**

\_\_\_\_\_

**Date:** \_\_\_\_\_

**Staff/Volunteer**

**Name** \_\_\_\_\_

**Signature** \_\_\_\_\_

## CUSTODIAL DAILY CHECKLIST

Date: \_\_\_\_\_

Sanitizing High-Touch Areas. Surfaces and objects that are touched frequently, such as the ones listed below, will be regularly disinfected using appropriate cleaning products.

### Public Areas (lobby, hallways, Theatre)

- Handrails for stairs, and theatre ramps (custodial, daily) )
- Tables and chairs (Custodial, after use)
- Theatre Seats (Custodial, daily)

### Restrooms (Periodically restrooms will be deep cleaned by custodial staff)

- Door handles and push plates (FOH, before/after service)
- Sink faucets and counters, and toilet handles (FOH before/after service)
- Lids of containers for disposal of women's sanitary products (FOH before/after service)
- Soap dispensers and towel dispenser handles (FOH, before/after service)
- Trash receptacle touch points (FOH, before/after service)
- Toilet seats (FOH before/after service)

### Back of House Offices, Production Areas

- Individual office and other room furniture (Custodial, daily)
- Door handles, push plates, doorways, railings (Custodial, daily)
- Light switches and thermostats (Custodial, daily)
- Cabinet handles (Custodial, daily)
- Telephones, computers, other keypads, mouse (User, before/after use)
- Microphones (Tech, before/after use)
- Projector and technical equipment (Custodial, daily)
- Tech table computers (Custodial, daily)
- Garbage receptacle touch points (Custodial, daily)

### Cleaning areas

- Handles of sinks, including hand washing sink and mop sink (after use)
- Cleaning tools and buckets ( after use)

Supervisor Signature:

\_\_\_\_\_

**FRONT OF HOUSE DAILY CHECKLIST**

**Date:** \_\_\_\_\_

Public Areas (lobby, hallways, Theatre)

- Door handles and push plates in the lobby, concession, bathrooms, and offices (FOH, daily)
- Reception desks and ticket counters(FOH, before and after service)
- Telephones, Point of Sale terminals, and other keypads (FOH, before/after service)
- Beverage stations, water fountains, vending and ice machines (FOH, before/after service)
- Garbage receptacle touch points (FOH, after service)

Restrooms

- Door handles and push plates (FOH, before/after service)
- Sink faucets and counters, and toilet handles (FOH before/after service)
- Lids of containers for disposal of women’s sanitary products (FOH before/after service)
- Soap dispensers and towel dispenser handles (FOH, before/after service)
- Trash receptacle touch points (FOH, before/after service)

Back of House Offices, Production Areas

- Telephones, computers, other keypads, mouse (User, before/after use)
- Microphones (Tech, before/after use)

Concession and Food Preparation Areas

- Handles of all kitchen equipment doors, cabinets, push pads (FOH, before/after service)
- Counter surfaces (FOH, before/after service)
- Light switches (FOH, daily at end of shift)
- Handles of beverage and towel dispensers (FOH, before/after service)
- Handles of sinks, including hand washing sink and mop sink (FOH, before/after service)
- Cleaning tools and buckets (FOH, after use)
- Garbage receptacle touch points (FOH, daily after service)

Supervisor Signature:

\_\_\_\_\_