Chan Centre for the Performing Arts Restart Plan

Stage 1
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SCOPE AND REGULATORY CONTEXT

Scope and Rationale for Opening

For countless artists, arts organizations, UBC students, community groups, high schools, and audience members in Vancouver, the Chan Centre has served as a meaningful and sought-after gathering place to experience the magic of live performing arts and to mark significant milestones. It has also been a place of opportunity and growth where students from the UBC School of Music and Department of Theatre and Film can learn and evolve into the professional artists of tomorrow. In the age of COVID-19 with regulations banning large gatherings—alongside the appetite for at-home artistic content increasing and UBC Faculty of Arts students ready to start the Fall term—the Chan Centre is poised and ready to safely continue its contributions to the wellbeing of the community and to the university in newly modified ways.

The following document refers to STAGE 1 of a conservative 4-stage approach to safely and gradually opening and increasing operations, which involves the following activities:

1) July 1, 2020 – STAGE 1 - CHAN SHUN CONCERT HALL ONLY: Small events with 50 patrons or fewer, physical distancing measures in place. This includes livestreaming/web-broadcast with or without a small audience, and film shoots. Public events will not include intermissions, bar service, or other informal gatherings in the lobby. Patrons will be asked to proceed directly to their seat (or the washroom if needed) upon entering the venue, and to observe the indicated direction of travel.

2) September 1, 2020 – STAGE 2 - CHAN SHUN CONCERT HALL & TELUS STUDIO THEATRE ONLY: Addition of small classes with a maximum of 15 students, physical distancing measures in place. As in stage 1, public events will not include intermissions, bar service, or other informal gatherings in the lobby, and patrons will be asked to proceed directly to their seat (or washroom if needed) upon entering the venue, and to observe the indicated direction of travel.

3) Date TBD – STAGE 3 - CHAN SHUN CONCERT HALL, TELUS STUDIO, ROYAL BANK CINEMA ONLY: In accordance with and alongside the British Columbia Phase 3 reopening plan and University of British Columbia regulations, event capacities increase from 50 patrons. Public use of lobby and resumption of bar service will be determined based on Provincial guidance at the time.

4) Date TBD – STAGE 4 - CHAN SHUN CONCERT HALL, TELUS STUDIO, ROYAL BANK CINEMA GREAT PERFORMERS LOUNGE: In accordance with and alongside the British Columbia Phase 4 reopening plan and University of British Columbia regulations, the Chan Centre operates safely within its designated capacity.

With an overall building size of 76,000 square feet, the Chan Centre has the ability to begin welcoming small groups of people with safe physical distancing. Our professionally trained staff is ready to support artists with high quality video and audio recordings from our acoustically superb venue that can then be streamed to thousands of audience members in the comfort of their own homes. Our venue is also ready to safely accommodate the work of film industry professionals, and welcome back small groups of students and faculty for crucial in-person learning that does not have an online equivalent.

The arts play a vital role in collective storytelling, community building, and mental health and wellbeing. The creative sector has been hit extremely hard by the impacts of COVID-19 and our valued students, staff, faculty, artists, community groups and arts organizations require the space and the support that the Chan Centre provides in order to continue the important work that they do.
The Chan Centre has already been approached by three of our important arts partners—the Vancouver Symphony Orchestra, Early Music Vancouver, and the Vancouver Recital Society—with requests to begin recording and live stream activities as soon as possible in our concert hall in front of small audiences. All of these organizations regularly present in venues across the city including the Orpheum, the Vancouver Playhouse and Christ Church Cathedral to name a few. In order to secure much-needed rental revenue now and throughout the rest of the season, it is in our best interest to be ready and available to them this summer. Hosting these online events also increases the brand and visibility of not just the Chan Centre but the university as a whole.

Each stage of this restart plan will be done within the scope of BC Public Health Orders and Guidelines set by the Provincial Health Officer, Dr. Bonnie Henry. This document lays out the capacities, safety measures, work procedures, and human traffic patterns that will make reopening the Chan Centre safe and manageable for everyone involved.

General Guidance
Throughout the current COVID-19 global outbreak UBC and the Chan Centre have taken direction on infection prevention from the Provincial Health Officer, the BC Centre for Disease Control (BCCDC) and Vancouver Coastal Health (VCH), and continues to do so. This guidance can be expected to evolve as these agencies continually monitor accumulating scientific evidence to determine how we can best prevent the spread of COVID-19.

The references below represent some the guidance and resources available from the many levels of government, public health agencies, provincial regulators, UBC, and sector-specific industry associations that were referenced in the preparation of the Chan Centre for the Performing Arts Restart Plan.

WHO Resources
1. WHO: Situation Report and Pandemic Declaration 11-March-2020

Federal Guidance
5. Public Health Agency of Canada (PHAC): COVID-19 General Information
8. PHAC: Community-based measures to mitigate the spread of COVID-19

9. PHAC: Preventing COVID-19 in the workplace: Employers, employees and essential service workers

10. PHAC: Risk mitigation tool for workplaces/business operating during COVID-19 pandemic

11. BC Alliance for Arts and Culture Resource Page
    https://www.allianceforarts.com/covid-19

Provincial and Sector-Specific Guidance

12. BC Restart Plan https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan and PDF


15. BC Public Health Officer (BCPHO): Orders, Notices, and Guidance


18. BC Centre for Disease Control (BCCDC): Recommendations to post-secondary students, faculty, and staff about COVID-19 http://www.bccdc.ca/health-info/diseases-conditions/covid-19/colleges-universities


Worksafe BC Guidance


    https://www.worksafebc.com/en/resources/health-safety/information-sheets/covid-19-guide-to-
24. WorksafeBC: COVID-19 Safety Plan [https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en&origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fforms-resources%23sort%3D%252540fcomputeditemdatefield343%252520descending%26f%34Alanguage-facet%3D%5B%5D%26tags%3DCovid-19%7C%7Ca96b6c%7C96607345%7C481%7Cb3b%7C62%7C14%7Ca0%7Ca3f

UBC Guidance
34. UBC Safety & Risk Services: COVID-19 Health & Safety resources and guidelines for Prevention, Working Safely on Campus & Remotely, and Reporting [https://srs.ubc.ca/covid-19/health-safety-covid-19/
35. UBC Safety & Risk Services: Preventing COVID-19 in the Workplace mandatory online training [https://wpl.ubc.ca/
36. UBC Safety & Risk Services: various resources COVID-19 HR Policy, COVID-19 Code of Conduct, etc. [https://srs.ubc.ca/covid-19/
37. UBC Building Operations: Custodial Services and Standards [https://buildingoperations.ubc.ca/business-units/building-services/custodial/
38. UBC HR: COVID-19 Resources [https://www.hr.ubc.ca/covid-19/

Professional/Industry Associations Guidance


43. BC Alliance for Arts & Culture: collection of resources https://www.allianceforarts.com/covid-19

44. Greater Vancouver Professional Theatre Alliance (GVPTA): collection of resources https://gvpta.ca/covid-19-resources


47. Performing Arts Center Consortium (PACC): Guide to Reopening Theatrical Venues https://static1.squarespace.com/static/5bc6c7a1c46f6d1ef38d6771/t/5ec5895da6524a5dc5ed6331/1590004068424/PACC+Reopening+Advisory+++Draft+++++Ver+4.0.pdf

48. Canadian Association for the Performing Arts (CAPACOA) COVID-19 collection of resources https://docs.google.com/document/d/1QbmCGVff3iFMRES9KbSk0X-9rP-8P13DW3zyk0GWXQ/edit


50. Canadian Institute of Theatre Technology (CITT): collection of resources https://www.citt.org/COVID-19_Resources_Information.html


52. Live Event Community: collection of resources https://liveeventcommunity.org/resource/


RISK ASSESSMENT

Contact Intensity-COVID-19: Normal Operations

The Chan Centre is a mid-sized performing arts venue that under pre-COVID-19 circumstances hosted academic classes and events as well as regular public events with up to 1200 patrons in attendance in addition to film shoots. We do not expect to return to the stated “normal” operations until at least phase 4 of the BC Restart plan and will be adjusting operations significantly in order to operate safely in the meantime. The 22 full-time staff members of the Chan Centre for the Performing Arts are spread over five office spaces in two separate buildings – the Chan Centre and Mary Bollert Hall.

The Mary Bollert Hall (MBH) office houses 11 full-time staff that work in finance, marketing, development, rentals, and programming. The MBH staff primarily follow Monday-Friday 9-5 schedules.

The Chan Centre contains four separate office spaces in different areas of the building: the backstage production office which houses 2 full-time staff in administration, and technical roles; the lighting booth office which houses a technical office, the ticket office which houses 2 full time staff in ticketing; and the administration office which houses 6 full-time staff in administration, front of house, and operations. The full-time staff members that work out of the Chan Centre are split between staff who work Monday-Friday 9-5 schedules, and staff who are event-based schedules that adapt to the various events and activities taking place in the building.

Since mid-March, all full-time staff have been working from home offices on the daily operations of the organization. Until the point at which UBC allows staff to return to campus approximately 60% of the staff will continue to work remotely. Only staff who are required to be onsite to support events and classes will physically return to the building and their respective work spaces.

Summary of points

- Office staff has individual offices spread across two different buildings.
- All staff have private or space separated office space.
- There are two instances with two groups of people have open office environment. Each of these people has at least an 8’ x 8’ work space (64 square ft).
- There will be meetings with staff members in spaces that can accommodate physical distancing requirements. In addition, there will be walking tours for potential rental clients: hallways and venues have sufficient space to accommodate good physical distancing.
- Requirements that members interact with audience members ensuring safe physical distancing at all times and sit inside venues at a safe distance during performances.
- Normal working conditions would necessitate frequent contact with significant numbers of people during events both in the lobby, backstage, and inside the venues. Under the new safety plan, that contact would be significantly reduced to levels that in line with provincial COVID guidelines and manageable with respect to physical distancing.
- Staff interact with film companies who often attend with large numbers of staff and performers (100+)
- Staff interact with students, faculty, artists and events participants while operating the venue and setting up events on a daily basis.
• Signage will be placed at the entrance to the Chan Centre and on the Chan website stating “The Chan Centre for the Performing Arts strongly recommends that people who have underlying medical conditions, and people who are immunocompromised do not attend events at the Chan Centre at this time.”

One or more steps under the following controls can be taken to further reduce the risk, including:

• Physical distancing measures – measures to reduce the density of people
• Engineering controls – physical barriers (like Plexiglas or stanchions to delineate space) or increased ventilation
• Administrative controls – clear rules and guidelines
• Personal protective equipment – like the use of face shields

Contact Number-COVID-19 Operations

The Chan Centre is proposing a 4-stage approach to safely and gradually open and increase operations in order to fulfil its mandate of support to the students, staff and faculty of UBC, as well as to the artists, arts organizations and clients in the greater community. Only Chan Centre staff will be operating in Stage 1. ADDITIONAL external staff will form part of the Stage 2 plan. The four levels of activity and contact numbers are as follows:

<table>
<thead>
<tr>
<th></th>
<th>Capacity*</th>
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<tbody>
<tr>
<td></td>
<td>Pre-COVID-19</td>
</tr>
<tr>
<td>Royal Bank Cinema</td>
<td>160</td>
</tr>
<tr>
<td>Concert Hall</td>
<td></td>
</tr>
<tr>
<td>Seating Stage</td>
<td>1200</td>
</tr>
<tr>
<td>Stage</td>
<td>150</td>
</tr>
<tr>
<td>Telus Studio</td>
<td>285</td>
</tr>
</tbody>
</table>

*Capacity figures exclude Chan Centre personnel.
Stage 1 (July 1, 2020): THE CHAN SHUN CONCERT HALL ONLY

- Small events of 50 patrons or less with livestreaming of small events (15 performers or less).
- Subject to physical distancing and capacity of stages.
  - Some rehearsal events where capacity is increased to 50 by seating 15 people spread throughout the choral loft and an additional 20 spread throughout the concert hall seating area.
- Could include recording projects with physically distanced artists.
- Operations staff necessary to prepare the building and move these projects forward will work in the Chan Centre. No one will be in the building except when working on these projects and will otherwise work remotely.
  - 1x Assistant Dean, Faculty Operations
  - 1x Production Manager
  - 1x Assistant Technical Director/Head Lighting Technician
  - 1x Head Audio Technician
  - 1x Assistant Head Audio/Stage Technician
  - 1x Events and Customer Service Manager OR Events and Front of House Coordinator
  - Select on call staff if needed
- Event space allows for physical distancing at 2m / 6ft.

  The only close contact (less than 2 m’s) would be in situations where a large piece of equipment needed to be moved that could not be lifted by a single person. This would be infrequent. In these cases, then the additional hazard controls listed below should be referenced.

Stage 2 (Sept 1, 2020): CHAN SHUN CONCERT HALL & TELUS STUDIO THEATRE ONLY

The Chan Centre Stage and The Telus Studio Theatre will all be used for face to face teaching in September. Each space will have its own capacity, based on physical distancing requirements.

- This activity is subject to the stage size limit of 15 students.
- Key production staff in the Chan Centre to support necessary maintenance, events and academic activity. Otherwise working remotely.
- Key support staff in Chan Centre would work remotely (i.e. only one ticket office staff, one Front of House staff, one clerk.) During events there will be a maximum of 8 staff.

Stage 3 (date TBD): CHAN SHUN CONCERT HALL, TELUS STUDIO, ROYAL BANK CINEMA ONLY

- Larger events up to the physical distancing capacity of the venue.

  This amount varies per venue and the amounts are captured in the document below.

- This amount is in keeping with Phase 3 of the British Columbia Restart Plan and any ministerial orders governing events.
Stage 4 (date TBD): CHAN SHUN CONCERT HALL, TELUS STUDIO, ROYAL BANK CINEMA, GREAT PERFORMERS LOUNGE

- Events align with Phase 4 of the British Columbia restart Plan.
- Staff presence in the buildings (Chan Centre and Mary Bollert Hall) return to levels in accordance with and alongside the British Columbia Phase 4 reopening plan and University of British Columbia regulations, the Chan Centre operates safely within its designated capacity.

Employee Input/Involvement

- The Chan Centre has created a startup committee consisting of members from key parts of the organization.
  - Presenting, Rentals, Marketing, Co-Managing Directors, Ticketing, Front of House, and Production are all represented.
  - Additionally, staff have been consulted on issues like risk assessment, safe working procedures, safety barriers, cleaning, and equipment purchasing.
  - Production staff has been charged with working on COVID-19 specific safe work procedures for equipment and sanitization.
  - All staff will be responsible for the frequent cleaning of their immediate work area (surfaces, keyboards, mice, photocopier, door handles, equipment).
  - The Chan Centre LST (Local Safety Team) is staff-led and can report into the Arts Joint Occupational Health and Safety Committee about concerns or changes to be considered for Health Safety Plans generally and COVID specifically.

Risk Level Determination (H/M/L)

The risk factors at the Chan Centre for Performing Arts, and our offices in Mary Bollert Hall, are roughly evenly split between low and low/mid. The position breakdown lists classes of positions (i.e.: Stage Hand, Front of House Usher, Clerk, etc., Marketing, Programming), rather than every position on staff.

<table>
<thead>
<tr>
<th>Group/Job</th>
<th>Risk Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Staff Resident in Chan Centre</strong></td>
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<td></td>
</tr>
<tr>
<td>Co-Managing Director</td>
<td>Low/Mid</td>
<td>Moderate contact with outside groups, all physically distanced.</td>
</tr>
<tr>
<td>Production Manager</td>
<td>Low/Mid</td>
<td>Moderate contact outside groups, all physically distanced.</td>
</tr>
<tr>
<td>Events &amp; Cust Services</td>
<td>Low/Mid</td>
<td>Moderate contact with outside groups, physically distanced.</td>
</tr>
<tr>
<td>Stage Technicians</td>
<td>Low/Mid</td>
<td>Moderate contact with outside groups, physically distanced</td>
</tr>
<tr>
<td>FOH Staff</td>
<td>Low/Mid</td>
<td>Low/Moderate contact with outside groups, physically distanced.</td>
</tr>
<tr>
<td>Ticket Staff</td>
<td>Low/Mid</td>
<td>Low contact. Behind glass barrier</td>
</tr>
<tr>
<td>Ticket Scanner Posit.</td>
<td>Low/Mid</td>
<td>Moderate contact, behind barrier, will wear face shield</td>
</tr>
<tr>
<td>Stage Hands</td>
<td>Low/Mid</td>
<td>Moderate contact, physical distancing maintained with a few equipment related exceptions.</td>
</tr>
<tr>
<td>Clerk</td>
<td>Low/Mid</td>
<td>Little contact with outside groups, physically distanced, barriers in place.</td>
</tr>
<tr>
<td>Group/Job</td>
<td>Risk Level</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------</td>
<td>------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Staff Resident in Mary Bollert Hall</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Co-Managing Director</td>
<td>Low</td>
<td>Moderate contact with outside groups, all physically distanced.</td>
</tr>
<tr>
<td>Program Manage</td>
<td>Low/Mid</td>
<td>moderate contact with outside groups, physically distanced.</td>
</tr>
<tr>
<td>Marketing</td>
<td>Low</td>
<td>Little contact with outside groups, all physically distanced.</td>
</tr>
<tr>
<td>Presenting Dept.</td>
<td>Low/Mid</td>
<td>Moderate contact with outside groups, physically distanced.</td>
</tr>
<tr>
<td>Clerks</td>
<td>Low/Mid</td>
<td>Intermittent contact with outside groups, all physically distanced.</td>
</tr>
<tr>
<td>Finance</td>
<td>Low</td>
<td>Little contact with outside groups, all physically distanced.</td>
</tr>
</tbody>
</table>

**Worker Health: Communicating Measures to Reduce the Risk**

**Fulltime Staff**
- Communication to all staff as part of our Zoom all staff conference call held every two weeks.
- Email summarizing points to all staff.
- Distribution of this plan to all staff.
- Supervisors to have in person discussions with reports either in the building or via Zoom calls.

**On Call Staff**
- Email summarizing points to all staff.
- Distribution of this plan to all staff.
- Pre-event staff briefings for any on call staff.

**Safety Plan Publication**
- Posted on the Chan Centre Website.
- Distributed via email to all staff (Fulltime and Part Time).
- Communicate plan to other potential occupants including licensees, events and artists we contract, as well as our patrons.
ELIMINATION / PHYSICAL DISTANCING

Coronavirus is transmitted through contaminated droplets that are spread by coughing or sneezing, or by contact with contaminated hands, surfaces or objects. UBC’s goal is to minimize COVID-19 transmission by following the safety hierarchy of controls in eliminating this risk, as below.

Work from Home/Remote Work & Staff On Site

- Mary Bollert Hall (MBH) staff for stages 1, 2, 3. UBC guidelines that request staff not to work on campus unless it is essential they do so. Where possible, workers are instructed to work from home.

- Approved work to occur on site as required.
  - Finance – two finance staff members have been identified to carry out required work on campus: to refund credit cards, pick up and sort mail and drop off cheque at TEF (UBC’s Technology Enterprise Facility) for deposit.
  - Presenting and Marketing staff – maximum two people to work primarily at the Chan Centre for Chan Presents or Co-Presents related activity i.e. live streaming events.
  - Rentals staff member – for client tours, co-presentations involving a rental partner.

- All physical distancing requirements and all MBH and Chan Centre space use restrictions will be strictly adhered to as long as restrictions are in place.

This part of the plan is broken into four different stages.

Stage 1 (July 1, 2020):

Events/Roles being done that only require operational staff on site. All other staff to work remotely.

i.e.: Small public events of 50 patrons or less, classes, rehearsals/maintenance.

In order to support these activities a portion of the Operations team will be required on site. This includes the following.

- 1x Managing Director
- 1x Production Manager
- 1x Head Audio Technician
- 1x Assistant Technical Director/Head Lighting Technician
- 1x Assistant Head Audio/Stage Technician
- 1x Chan Centre Presents Staff (If there is a Chan Centre produced event)
- Coordination of casual stagehands, ticket office staff, and front of house planning will be event-specific. It will be the responsibility of the Production Manager to coordinate casual staff numbers based on the nature of performance, class or event.

- In this version of the plan all other staff would continue to work from home as would the operations staff mentioned unless they were involved in preparing for or directly working on one of the activities mentioned.
• Note statements about MBH Staff working onsite/remotely on top of page 10.

Stage 2 (Sept 1, 2020):
• The addition of necessary staff to accommodate small public events and Chan Centre Presents livestream/web broadcast events that are limited to 50 patrons or under.
• Note statements about MBH Staff working onsite/remotely on top of page 12.
• A core of two Operations staff will be required in the building in order to support academic activity.

Stage 3 (Date TBD):
• In part three the Chan Centre begins to layer in additional staff necessary to support the increase of event size in accordance with the events ministerial order, if still valid. Levels of Front of House staffing expected to increase to maximum 10 staff.
• In this version of the plan some staff would continue to work from home full time.
• Note statements about MBH Staff working onsite/remotely on top of page 12.

Stage 4 (Date TBD):
• Removal of restrictions and all staff return to the office. This would be in keeping phase 4 of the BC Provincial Government re-start plan.

Work Schedule Changes/Creation of Work Cohorts

Mary Bollert Hall
The objective here is, during July and August, that no one returns to the office on a daily basis. After Sept 1st the Mary Bollert Hall staff would continue to work remotely. Some tasks demand a physical presence on campus (i.e.: finance, venue tours, Chan Centre event support) and only the necessary staff would come to campus for those activities and then return to working remotely. MBH staff would otherwise work remotely from home and this would not begin to change until the university begins opening.

Chan Centre Staff
The Production Team, listed above, consists of a group of people who are necessarily in the building to prepare the building for events as well as classes. Under the plan listed under “Contact Number: COVID-19 Operations” the key production staff would be in the building preparing the site for the events we hope to do during July/August as well as preparing the building to take on web-broadcasting/live streaming. Clerical, Front of House, and Ticketing Staff would not be in the building unless, in the case of Front of House or Ticketing Staff, there was an event. They would, otherwise, work remotely.

After Sept 1st select members of the Operations team would continue to work remotely and in a fashion that was similar to that being proposed for Mary Bollert Hall. Select production personnel would work a variety of schedules in order to cover the academic, maintenance, and event needs that present themselves. One example of how these Operations department personnel would be scheduled on a daily basis would be as follows.
Production
Where possible, we will stagger the various production teams on separate shifts as a means to lower general risks to compromised social distancing. On occasions where all teams must be present, we will maintain appropriate physical distancing (2 meters) or work with appropriate PPE mask equipment where 2 meters cannot be achieved.

A staggered shift will be reflected as

Morning – Afternoon - Audio, Lighting (LX), Production ( Separate Offices)
•  Afternoon-Evening - Audio, Production ( Separate Offices)

Office/Front of House/Ticketing (splitting weeks or alternating weeks)
•  We would like to see one clerk in the building and no other support staff.
•  A second clerk would alternate with the first clerk.
•  Ticket office and front of house staff would work remotely unless there was an event-based reason to be in the building.

Spatial Analysis: Occupancy Limits, Floor Space and Traffic Flows
•  The attached floor plans below indicate the occupancy limits for each room in the Chan Centre and Mary Bollert Hall as well as entrances, exits, and traffic flows for each occupied space.

Plans included are:
•  Concert Hall Stage Radial Configuration.
•  Concert Hall Stage Checkerboard Configuration.
•  Chan Centre Exit Pathways (All Levels)
•  Chan Centre COVID-19 Circulation Plan (Level 1)
•  Mary Bollert Hall: Workspace Details
•  Chan Centre Level One: Workspace Details
•  Chan Centre Level Two: Workspace Details
**Chan Shun Concert Hall Standard Configuration**

**Standard Stage Area**
19.25m x 12m
approx. 173.25m²

**Stage Capacity**
Maximum 15 plus conductor

See notes below for additional potential capacity throughout the concert hall.

**GENERAL NOTES**

1. A radial setup may be used for events with conductor; the podium centre is the '0,0' reference point for the spacing shown.
2. A 2m physical distancing protocol applies to all performers, each performer's 'bubble' as shown is a 2m radius in all directions.
3. Some performers such as winds, brass and singers may require additional spacing of 3-5m. All event plans must be specific and require prior approval with the Chan Centre Production Department.
4. Additional space is available as follows when there is no public present. Total performer capacity is 15 on stage, 15 in choral loft, 20 in orchestra/parterre seating on the main floor. The conductor and event staff are on top of this number. For academic classes the capacity of 15 can not be exceeded without written permission from the Dean's office due to the cap for class sizes having been placed at 15.
5. Minimum 2m aisle is required near stage edge for ingress, egress, circulation, and separation from the auditorium.
6. All existing emergency plans, safety regulations and building codes apply.

Questions? Contact us at www.chancentre.com
Chan Shun Concert Hall
Standard Configuration

Standard Stage Area
19.25m x 12m
approx. 173.25m²

Stage Capacity
Maximum 15 plus conductor
See notes below for additional potential capacity throughout the concert hall

GENERAL NOTES
1. a checkerboard setup may be used for events with or without a conductor, the downstage edge is the 'O' reference point for this plot
2. a 2m physical distancing protocol applies to all performers, each performers 'bubble' as shown is a 2m radius in all directions
3. some performers such as winds, brass and singers may require additional spacing of 3-6m, all event plans must be specific and require prior approval with the Chan Centre Production Department
4. additional space is available as follows when there is no public present. Total performer capacity is 15 on stage, 15 in choral loft, 20 in orchestral/parterre seating on the main floor. The conductor and event staff are on top of this number. For academic classes the capacity of 15 can not be exceeded without written permission from the Dean's office due to the cap for class sizes having been placed at 15
5. minimum 2m aisle is required near stage edge for ingress, egress, circulation, and separation from the auditorium
6. all existing emergency plans, safety regulations and building codes apply

Questions? contact us at www.chancentre.com

Appendix: Educational Version

Generic Stage Plot
COVID-19 Physical Distancing
Checkerboard Setup with Conductor at 2m per person
There is only one access point in/out of these areas. There is typically only a single person using the areas that these stairs access. One accesses the Telus Studio catwalk and the other access to roof truss space in the Concert Hall.
There is only one access stair in/out of this area. It is the same stairway shown in the previous level.
There is only one access stairway in/out of this area. It is usually single use.
No roof access to this area for Chan Centre Staff

Roof
Chan Centre for the Performing Arts
COVID-19 Restart Plan
Mary Bollert Hall Staff Workspace Details

Note:
The highlighted #’s represent a person/desk.

Up stairwell from basement/main floor to upper level.
Down stairwell from main floor to basement CUPE office.

Open area. Plexiglass partition to be installed.
Office Dividers/Partitions between 4/5 exist.
Sliding Plexiglass window exists. Barrier to be installed that allows for safe barrier when window is open.

Up/Down travel with one person limit.
Office Dividers/Partitions between 7/8 exist.

Down stairwell to main floor and exit from upper level.
Chan Centre for the Performing Arts
COVID-19 Restart Plan
Level 2 Staff Workspace Details

Legend
1 Admin staff workstations
A Event staff workstations

Note: Entrance/Exit and travel pathways show on another drawing.

See Royal Bank Cinema detail for stage setup
See Great Performers Lounge detail for setup

Plexiglass trifold barrier to be installed.
Plexiglass barrier to be installed between 9/10
Accommodations to Maintain 2m Distance

- Signage and floor markings.
- Clearly marked entry and egress points.
- Physical distance marking from the Chan front entrance to the Rose Garden Parkade.
- Communication to and with staff.
- Coordination with the School of Music and the Department of Theatre and Film.
- Email communication to all staff.
- Adjusting seating capacities and stage capacities to allow for a minimum of 2 M physical distancing.
- Closing the lobby to day time use.

Transportation

The Chan Centre for the Performing Arts does not operate any UBC vehicles. The Chan Centre will rent vans on occasion for production. In those instances the following practices will be observed (https://riskmanagement.sites.olt.ubc.ca/files/2020/04/Guidance-for-Shared-Vehicles-FINAL.pdf):

Vehicle Occupancy

- When a vehicle must be used, there should only be ONE person in the vehicle at a time unless the vehicle is large enough (e.g. a van) to maintain physical distancing requirements (a minimum of 2 metres) between all passengers throughout the trip.

Personal Hygiene

- Wash hands with soap and warm water for 30 seconds before and after vehicle use.
- Avoid touching the face before, during, and after vehicle use.
- Cough or sneeze into your arm.

Equipment and Supplies

- Disinfecting wipes (with WHMIS or workplace labels) should be provided for users of shared UBC Vehicles.
- Provide waste container or bag for disposal of used gloves and disinfecting wipes for each user.

Vehicle Cleaning

- Users of shared UBC vehicles are responsible for wiping down high touch surfaces, both upon entry and exit, to ensure everyone’s safety.
- High touch spots include the exterior and interior door handles, steering wheel, gear shifter, turn signals, and any other surfaces touched while driving.

We will post the following SWP in rental vehicles we use:
Worker Screening
Daily assessment of people entering the building

**Chan Centre Staff**
- Will be asked to complete the BC Thrive Assessment Tool: [https://bc.thrive.health/covid19/en](https://bc.thrive.health/covid19/en)
- Signage from SRS will be clearly posted requiring people to go home and contact 811 if they feel ill, are coughing, or have a fever. They will be encouraged to seek medical consultation.
- Any staff travelling internationally will be required to self-isolate and work from home for a period of 14 days after their return from travel.
  - At this point in time there are no plans for international/cross border traffic until after travel restrictions have been lifted.
- *Employees on campus presenting COVID-19-like symptoms must call UBC First Aid at 2-4444*

**Students**
- Will be asked to consider, via signage, if they feel ill, are coughing, or have a fever.
- Signage will be clearly posted requiring people to go home if they feel ill, are coughing, or have a fever.
- If a student is displaying symptoms of COVID-19, they will be asked to please visit [https://bc.thrive.health](https://bc.thrive.health) or call HealthLink BC at 8-1-1 and follow advice from medical professionals.
Other UBC Staff, Faculty Members, Chan Centre Clients

- Will be asked to consider, via signage, if they fill ill, are coughing, or have a fever.
- Signage from SRS will be clearly posted requiring people to go home and contact 811 if they feel ill, are coughing, or have a fever. They will be encouraged to seek medical consultation.
- Any non-UBC-staff or Faculty Members exhibiting symptoms or returning from international travel will not be permitted to enter the Chan Centre and reminded that they are required to self-isolate for 14 days.

General Note:

The Chan Centre will observe UBC’s COVID-19 Campus Rules. The Chan Centre will align to UBC’s advice for managing employees during COVID-19: http://www.hr.ubc.ca/covid-19/leading-managing-employees-during-covid-19/

Supervisors can contact their HR Advisor or Faculty Relations Senior Manager, for further advice and ongoing support.

All Chan Centre full-time and part-time staff will be required to complete the mandatory COVID-19 safety training through UBC’s SRS website and email their proof of completion to the Assistant Dean, Operations before being authorized to return to the building.
Prohibited Worker Tracking

- PAT will be utilized to track any workers who cannot attend work due to one or more of the three categories of restriction (as defined by Worksafe).
- Any staff self-isolating due to exhibiting symptoms and/or having travelled internationally will be monitored by their immediate supervisor while working or self-isolating from home.
- This will be done via a twice weekly “check in” phone call or Zoom meeting.
- Any staff that have been diagnosed with COVID-19 by a medical professional will be required to remove themselves from the workplace.
- If there was a confirmed positive incident, SRS would defer to the government response protocols and rely on their direction. UBC would provide assistance as requested.

Faculty and Staff

- If you believe you have been exposed to COVID-19 due to your work activities, notify your supervisor immediately.

Supervisors

- **Health and Safety Resources and Support**
  Contact Safety and Risk Services at 604-822-2029 or email ready.ubc@ubc.ca and a safety expert will provide guidance on any immediate follow-up measures.

Claims Reporting

If a worker reports that they have been exposed to COVID-19 in the workplace, please contact Workplace Health Services by emailing Aidan Gregory, WSBC Claims Associate. Aidan will ask a series of questions to help determine if UBC needs to report a claim to WorkSafeBC. For more information from WorkSafeBC please visit WorkSafeBC COVID-19 webpage.

Ingress/Egress

**Ingress:**

- Staff will enter via the stage door.
- Staff who work in Chan 201/202 may use the administration entrance.
- Students and Faculty will enter either via the stage door if they are using the Concert Hall or the Telus Studio, or via the Royal Bank Cinema Entrance if they are using the Royal Bank Cinema.
- Event staff will continue to enter via the stage door.
- Guests and patrons attending a Concert Hall or Telus Studio event will enter via the front Rotunda entrance. Entry doors and inside doors to the venue will open at the same time. People will be required to go directly to their physically distanced seat.
- Guest and patrons attending an event in the Royal Bank Cinema will enter via the Royal Bank Cinema entrance.
Egress:

- Staff will be allowed to exit via the stage door, Lobby/TELUS Exit, or administration door. They must exit via the door that is closest to their office or work area.
- Students will exit via the stage door or the lobby/Telus exit door. The rotunda doors will be off limits except in case of emergency.
- Other Staff and faculty will exit via the stage door or the Royal Bank Cinema entrance or the Lobby/Telus exit door. The rotunda doors will be off limits except in case of emergency.
- Event staff continue to leave via the stage door.
- Guests and Patrons will exit via the exit door closest to the venue or space they are attending.
ENGINEERING CONTROLS
Cleaning & Hygiene

Soap and Water

Access to soap and water will be as follows:

- Main lobby washrooms including the accessible washroom
- Royal Bank Cinema Lobby washrooms including the accessible washroom
- Sink on loading dock
- Sink in common area backstage
- Sink in staff room
- Sink in backstage women’s washroom
- RBC Hallway accessible washroom
- Sink in backstage men’s washroom
- Sinks in washrooms in Royal Bank Cinema Lobby

Hand Sanitizer

- If soap and water are not available, people can use an alcohol-based hand sanitizer.
- Bottles of 500 ml pump action hand sanitizer will be provided in all areas where people will work or gather, and at all personal workstations, desks and offices, including the administration and production offices and the stage managers desk; the ticket office and bar; just inside the main public entrance; and the Mary Bollert Hall photocopy room.
- UBC-supplied wall mounted or stand-alone hand sanitizer stations will be provided in the main lobby beside the water fountain; in the ushers’ changing room; in the backstage hallway beside the water fountain; and in the Royal Bank Cinema lobby.

Floor Plans (Soap, Water, Paper Towels, Hand Sanitizer)

Plans are included for:

- Mary Bollert Hall: Cleaning & Hygiene Plan
- Chan Centre: Cleaning & Hygiene Plan (All Levels)
Note: In addition to noted location there is hand sanitizer on the desk of every staff member. (yellow #’s)

Hand Sanitizer

Soap, Water, Towels

Mary Bollert Hall: Cleaning & Hygiene Plan
Chan Centre: Cleaning & Hygiene Plan (All Levels)
Note: Water fountains will be closed and out of service.

Note: In addition to the Hand Sanitizer locations on this map, there will be supplies on the desk of every full-time employee.
Cleaning High Touch Surfaces

UBC has committed to clean high touch surfaces (i.e.: door handles, surfaces, washroom counters) a minimum of twice per day.

- During Stage 1, the Chan Centre will make a custodial, customer request to have an additional cleaning of high touch areas prior to an evening event.
- Cleaning supplies will be made available in every location listed in the previous section where people will work/gather.
- Individual staff will be responsible for sanitizing the areas they work in. Examples are below.
  - Ticket Scanner. Will clean the scanner, Plexiglas barrier, table they are working from.
- Office staff will be expected to disinfect the photocopier before and after every use, work surfaces around them, windows/window handles, computer equipment, chairs, and door handles in/out of their office area.

Equipment Removal/Sanitation/Safe Work Plans

- Seating benches in the lobby area will be removed in order to make room for bathroom line ups in Stage 1 & 2. The loading dock will be cleared of unnecessary gear. There are no plans to remove any other equipment as everything we have is used frequently.
- We will clear all glassware and dishware and putting it into storage.
- We will use disposable paper for the near future to minimize contact and the need to wash dishware.
- In coordination with UBC Custodial Services, the entire building and equipment will be cleaned prior to the operations team returning to the building.

Partitions or Plexiglas installation

Chan Centre:

The Chan Centre is not an “open floor plan” work environment except in the lobbies, backstage, and stages. Most offices are variations of cubicles but some spaces require some form of barrier to protect workers. Proposed barrier locations are indicated on the keyplans in the Spatial Analysis section and are located as follows:

- Chan Centre Administration Office Front Desk & Production Office Front Desk: Trifold Plexiglas screen in both locations.
- Open Desk between Events/ Customer Services Manager and Production Manager: install 6’L x 36”H clear plastic barrier.
- Ticket Selling Stations in ticket office: Install Plexiglas dividers between the three stations.
- Ticket Selling Booth/Public Area has existing glass divider between sellers and public.
- Ticket Scanning Station: Install trifold Plexiglas barrier between staff and patrons.
- Main Lobby Bar: Plexiglas partitions installed on full length of each of four bar stations.
- Concert Hall Audio Control Position: No one will be allowed to sit within 4 m. of this position.
• Concert Hall Monitor Mix Position: Plexiglas barrier will be installed in front of this position when needed.

• Concert Hall Head Stage Technician Position: Install 6’6” Plexiglas trifold barrier around this position.

• Merchandise Seller Position: Install trifold Plexiglas screen between seller and patrons.
  o Note: This is not expected to happen until Provincial restrictions are lifted.

**Mary Bollert Hall:**

• Front Reception Desk: Barriers will be installed just inside the sliding glass window between the public and the staff, and between desks in each corner of the office area.

• Marketing Office: A previously removed partition between stations 4 and 5 will be reinstalled.
ADMINISTRATIVE CONTROLS

Communication Strategy for Employees

- Once the plan has been approved senior management will meet with direct reports to brief the nature of the plan they are not aware of.
- The plan will be distributed via email to all full-time and casual on-call staff.
- A copy of the plan will be published on the Chan Centre website.
- The Plan will be posted in central/shared areas including copy rooms, changing rooms, and centralized notice boards in multiple office locations.

Training Strategy for Employees

- See Appendix Three: Training Strategies for Front of House Staff

Signage, Direction of Travel Arrows

Clear and consistent signage will be placed throughout the building. This signage will reinforce the physical distancing protocols of 2m separation between people, the capacity limits of various areas, the direction and flow of traffic when entering, navigating and exiting the spaces, and any other pertinent messaging regarding safety protocols. See details on the Chan Centre COVID-19 Circulation Plan

Digital screens placed throughout the lobby also have the capacity to house scrolling safety signage reminding everyone of best practices. Signage locations are not shown on a floor plan but they are listed here.

Parkade

- “Please respect Physical Distancing” near parkade.
- “Patrons with tickets” (near Parkade)
- “Will Call” (near Parkade)

Rotunda

- “Please respect Physical Distancing” inside lobby in middle of Rotunda.
- Sign just top of stairs from Rotunda to Lobby asking patrons to use hand sanitizer.
- Capacity of elevators
  - 1 different household
  - 2 Same Household or Guest + caregiver/attendant

Main Lobby

- “Limit of 4 people at a time” outside Women’s lobby Washroom.
- “Limit of 2 people at a time” outside Men’s lobby Washroom.
- “Credit or Debit only” at bar stations.
- “Lobby and Washrooms Closed” at either end of lobby to be in place during all non-event hours.
• Direction arrows for traffic on carpet in lobby.
• During an event stanchions will be placed that force patrons to use designated exits.
  o Lobby 1 to Telus Studio end exit
  o Lobby 2 to Glass doors on south end of lobby
  o Lobby 3 to Rotunda and main exit
• Direction of travel arrows placed on carpet. All traffic north on the venue side. All traffic south on the glass wall side.
• Capacity of elevators.
  o 1 occupant per elevator

**Backstage Entrance**
• “Please respect Physical Distancing”.
• “This Door is an entrance only...not to be used as an exit except in emergency”.
• “Exit from this area via loading dock side door or via exit door just inside this end of Main Lobby”.

**Backstage Right Concert Hall Entrance**
• “Please respect Physical Distancing”.
• “This Door is an entrance only...not to be used as an exit except in emergency”.
• “Exit from the stage is via the upstage left door”.

**Inside Concert Hall**
• “Please respect Physical Distancing”.
• “Stage” (with arrow to the right).
• “Exit from the stage is via stage left/upstage left door”.
• Traffic arrows on floor.

**Onstage in Concert Hall**
• Physical Distancing Arcs laid out.
• 2 M Physical Distancing spacing stick made available.
• “Not an Exit” on inside of SR Door.
• “Please Exit this side” on inside of SL Door.

**Office spaces in the Chan Centre and Mary Bollert Hall**
• “Please respect physical distancing”.
• Gentle reminders about staff responsibilities for hand-washing and cleaning their own workspaces.
All Washrooms

- 2 M Physical Distancing.
- Hand Washing reminders.

Proximities

Proximity of Staff to Other Staff/Students/Patrons

- Staff may choose to wear PPE when away from their desk, though they will not be required to do so unless the Provincial directive on PPE changes, and provided they maintain physical distance.
- Any requirement for students to wear masks while in the Chan Centre will be guided by UBC policy.
- Front of House staff who choose to wear PPE may need to verbally interact with patrons who need to see lip movement. In these cases it will be recommended that they wear face shields instead of masks.
- Physical distancing will be practiced at all times.
- Physically distanced floor markings will be placed throughout the building wherever possible.

Bar Sales/Operation/Intermissions

- There will be no bar sales until at least January 2021 due to physical distancing requirements.
- Intermissions will not be considered.
Capacities

Capacity for Patron Seating

These numbers are based on the need to maintain physical distancing and what can be done safely based on the current physical distancing guidelines. They do not take into account overriding UBC and Provincial guidelines which may dictate different event capacity numbers (i.e.: an absolute limit of 50 patrons).

<table>
<thead>
<tr>
<th>Venue</th>
<th>Normal Capacity</th>
<th>Reduced Capacity</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Royal Bank Cinema</td>
<td>160</td>
<td>30</td>
<td>This number is based on seating in every other row, starting at the front, with 2 empty seats between each person.</td>
</tr>
<tr>
<td>Concert Hall</td>
<td>1200</td>
<td>50</td>
<td>as per a seating map taking into consideration all levels/areas except choral loft.</td>
</tr>
<tr>
<td>Telus Studio</td>
<td>285</td>
<td>50</td>
<td></td>
</tr>
</tbody>
</table>

Capacity Onstage for Events and Classes

- Royal Bank Cinema: 3 people
- Concert Hall: 15 people*
- Telus Studio: 6 people

* Note: If a rehearsal in the concert hall wanted to use the entire room as a rehearsal hall we could add 15 people to the capacity of the choral loft and 20 to the capacity of the Orchestra seating for a total capacity of 50. Chan Staff and a conductor would be on top of this number.

Washroom Capacities STAGE 1

- Main Lobby Women’s washroom: Four People (based on physical distancing around hand washing stations).
- Main Lobby Men’s Washroom: Two People (based on physical distancing around hand washing stations).

Stage 1 only includes the Chan Shun Concert Hall. As there is no intermission in Stage 1, washroom line ups will not happen until after the event closes. We have created a flow plan with physical distancing dots to provide enough line up spaces for washroom use of up to 25 patrons. See details on the Chan Centre COVID-19 Circulation Plan

Study and Lounge Space Use of Lobbies

- The building will be closed to all incidental traffic/study lounge use unless, in the case of the Royal Bank Cinema Lobby, someone is waiting for a class to imminently start. Maximum RBC lobby capacity will be 10 people.
- Signage will be placed in the Royal Bank Cinema Lobby and both ends of the Chan Shun Lobby that communicate this message clearly.
Meetings

Face-to-face meetings are discouraged and should be avoided whenever possible (until post-pandemic normalization). Virtual meetings should be arranged whenever possible. Meeting or training sessions deemed essential many need to occur. In such cases, physical distancing requirements and all MBH and Chan Centre space use restrictions must be strictly adhered to. Staff will be required to be familiar with the UBC Employees COVID-19 Essential In-person Meetings/Trainings Guidance page.
Restricted Access to Mary Bollert Hall
Chan Centre staff in Mary Bollert Hall (MBH) will coordinate with other building occupants and with the Local Safety Committee to seek agreement on access and use protocols for staff, and for receiving deliveries and visitors.

Emergency Procedures: Responding to a COVID-19 Incident
- See Appendix Five: Emergency Procedures: Responding to a COVID-19 Incident

Monitoring/Updating Plan
- Plans will be reviewed weekly and recommendations made to the Chan Centre Management Team. This team will make decisions on necessary actions to update and revise the plan. The plan will be revised based on University and Provincial Policy updates as well as the evolving language of COVID-19. All revisions will be approved by the Chan Centre Director.
- Chan Centre Local Health & Safety Team (LST) will review the plan monthly and make recommendations to the Chan Centre Director.

Addressing Risks from Previous Closure
- Work with UBC Building Operations to prepare the building for reopening.
- Work with production leads to update policies and training procedures effected by COVID-19. All training will be logged by the production manager.
- Work with staff regarding concerns and fears of COVID-19 to assure them the Chan Centre and UBC are doing everything that is reasonable with respect to training and procedures.

Operations Department Risk Assessments and Safe Work Plans (SWPs)
- See Appendix One: Operations Department Risk Assessments (Production)
- See Appendix Two: Operations Department Safe Work Procedures (Production)
Work Alone Procedure

- Staff will be encouraged to work identical schedules in pairs and arrive and leave at the same time.
- If a staff member needs to work alone their immediate supervisor must be made aware before they enter a building and then they are required to check in, via text message, once every two hours with their immediate supervisor.
- If the staff member misses a check in and the immediate supervisor is unable to contact the staff member then the supervisor will contact UBC Security and ask them to do a wellness check.

Ticket Scanning

- Patrons will be encouraged at time of purchase to download an electronic ticket to their mobile phone and/or print their tickets at home to avoid exchange of paper products at Will Call. All online ticket buyers will receive the following message following their purchase:
  "Important Information for Your Visit:
  Please have your ticket printed or available on your mobile device when you arrive on site"
- Similarly, digital programs will be emailed to ticket buyers and will be available online. There will be no printed programs in Stage 1. This will be reevaluated in Stage 2 pending additional guidance from the BCCDC, WorksafeBC and UBC.
- Ticket scanning will be done just inside the front entrance and at Will Call.
- Ticket scanners will touchless and will be disinfected at the end of every shift and any time they are used by more than one person.
- Will Call staff will be behind a glass barrier. This barrier is already in place.
PERSONAL PROTECTIVE EQUIPMENT

Personal Protective Gear

- Each major work area will have a supply of barrier gloves.
- Staff will not be required to wear PPE while at their work station but may choose to wear PPE.
- Face shields will be made available to staff who have close contact with patrons (i.e.: Lobby Ushers and ticket scanning personnel).
- A private supply of hand sanitizer will be issued to each full-time staff member and placed at key locations as per the maps.
- On call staff will have access to hand sanitizer in locations (i.e.: ticket office, production office, lobby, backstage, bar, tech work spaces, etc.)
- Staff will be encouraged to frequently wash their hands as per provincial recommendations (minimum of 20 seconds)

Note: COVID-19 will require that most first aid incidents are handled by either the 911 service or, if it involves a University Staff Member, the University First Aid service.
Acknowledgement

I acknowledge that this Safety Plan has been shared with staff both through email and will be made available as a shared document. Staff can either provide a signature or email confirmation that they have received, read and understood the contents of the plan.

<table>
<thead>
<tr>
<th>Date</th>
<th>Title</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Director, Chan Centre</td>
</tr>
</tbody>
</table>
Appendix One

Operations Department Risk Assessments (Production)

General Practices

**COVID-19** is transmitted through contaminated droplets that are spread by coughing or sneezing, or by contact with contaminated hands, surfaces or objects. The following general practices shall be applied for all UBC buildings, workspaces and common areas:

- While working on campus, health and safety guidance must be followed at all times, this is unaffected by the situation caused by **COVID-19**: always follow existing safe working procedures, current processes, and health & safety guidance in addition to measures to mitigate **COVID-19**.
- The mandatory [Preventing COVID-19 in the Workplace](#) online training will be completed by all workers and the policies and procedures and guidance in this Chan Centre for the Performing Arts Restart Plan will be communicated to all building users.
- Where possible, workers are instructed to work from home
- Anybody who has travelled internationally, been in contact with a clinically confirmed case of **COVID-19** or is experiencing “flu like” symptoms must stay at home.
- While working on campus, all staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times and abide by posted direction of travel and room capacities.
- All staff are aware of proper handwashing and sanitizing procedures for their workspace
- All staff are aware of proper hygiene practices, such as: do not touch your eyes/nose/mouth with unwashed hands and when you sneeze or cough, cover your mouth and nose with a disposable tissue or the crease of your elbow, and then wash your hands
- Supervisors and managers must ensure large events/gatherings (> 50 people in a single space) are avoided
- Management must ensure that all workers have access to dedicated onsite supervision at all times.
- All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided to protect against the transmission of **COVID-19**. Personal protective equipment (PPE) has a role in preventing exposure to **COVID-19**, but must be combined with other measures to be effective. See [Safety & Risk Services PPE](#) website and guidance for further information.
<table>
<thead>
<tr>
<th>Safe Work Procedure</th>
<th>Pre-Control Risk</th>
<th>Types of Controls Implemented</th>
<th>Describe the Controls Implemented</th>
<th>Post Control Risk</th>
</tr>
</thead>
</table>
| Audio and Lighting Consoles | ☐ Low ☒ Medium ☐ High | ☒ Elimination / Physical Distancing ☒ Engineering ☐ Administrative ☐ PPE | - All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times  
- All staff are aware of proper handwashing and sanitizing procedures for their workspace  
- All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided.  
- Avoid workstation reassignment  
- Audio and lighting consoles and workstations set minimum 2m apart throughout the facility, typically in single occupancy offices in permanent and temporary locations  
- For open workspaces or shared offices, maintain 2m physical distancing and/or install plexiglass barriers  
- Shared offices – assume 1 person per work interval unless the shared office is large enough to apply the 2m spacing  
- Wipe down shared and/or high touch surfaces or equipment with disinfectant  
- **See Audio and Lighting Console SWP for details** | ☒ Post control risk is determined to be low |
| Audio Equipment Stands and Racks | ☐ Low ☒ Medium ☐ High | ☒ Elimination / Physical Distancing ☒ Engineering ☐ Administrative ☐ PPE | - All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times  
- All staff are aware of proper handwashing and sanitizing procedures for their workspace  
- All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided | ☒ Post control risk is determined to be low |
<table>
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<tr>
<th>Safe Work Procedure</th>
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<th>Types of Controls Implemented</th>
<th>Describe the Controls Implemented</th>
<th>Post Control Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio Furniture, Racks, Chairs</td>
<td>Low *</td>
<td>☑ Elimination / Physical Distancing ☑ Engineering ☑ Administrative ☑ PPE</td>
<td>• Wipe down shared and/or high touch surfaces or equipment with disinfectant&lt;br&gt;• See Audio Equipment Stands and Racks SWP for details</td>
<td>☑ Post control risk is determined to be low</td>
</tr>
<tr>
<td>Canopy Access</td>
<td>Low * medium high</td>
<td>☑ Elimination / Physical Distancing ☑ Engineering ☑ Administrative ☑ PPE</td>
<td>• While working on campus, health and safety guidance must be followed at all times, this is unaffected by the situation caused by COVID-19: always follow existing safe working procedures, current processes, and health and safety guidance in addition to measures to mitigate COVID-19, including fall protection for this procedure&lt;br&gt;• All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times&lt;br&gt;• All staff are aware of proper handwashing and sanitizing procedures for their workspace&lt;br&gt;• Wipe down shared and/or high touch surfaces or equipment with disinfectant</td>
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<tr>
<td>Canopy, Cluster, Banner, Line Array</td>
<td>☐ Low ☒ Medium ☐ High</td>
<td>☒ Elimination / Physical Distancing ☐ Engineering ☒ Administrative ☐ PPE</td>
<td>• While working on campus, health and safety guidance must be followed at all times, this is unaffected by the situation caused by COVID-19: always follow existing safe working procedures, current processes, and health and safety guidance in addition to measures to mitigate COVID-19. &lt;br&gt;• All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times. &lt;br&gt;• All staff are aware of proper handwashing and sanitizing procedures for their workspace. &lt;br&gt;• Wipe down shared and/or high touch surfaces or equipment with disinfectant. &lt;br&gt;• See Canopy, Cluster, Banner, Line Array SWP for details.</td>
<td>☒ Post control risk is determined to be low</td>
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<tr>
<td>Fall Protection</td>
<td>☒ Low ☐ Medium ☐ High</td>
<td>☒ Elimination / Physical Distancing ☒ Engineering ☐ Administrative ☐ PPE</td>
<td>• While working on campus, health and safety guidance must be followed at all times, this is unaffected by the situation caused by COVID-19: always follow existing safe working procedures, current processes, and health and safety guidance in addition to measures to mitigate COVID-19, including fall protection for this procedure. &lt;br&gt;• All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times. &lt;br&gt;• All staff are aware of proper handwashing and sanitizing procedures for their workspace.</td>
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</tbody>
</table>
| **Floor Cleaning (Concert Hall & Telus Studio)** | ☐ Low            | ☒ Elimination / Physical Distancing ☐ Engineering ☒ Administrative ☒ PPE | • Wipe down shared and/or high touch surfaces or equipment with disinfectant  
  • Tag and quarantine sensitive fall protection equipment that cannot be safely disinfected for 72 hours  
  • See Fall Protection SWP for details | ☒ Post control risk is determined to be low |
| **Genie AWP-30 Personnel Lift**     | ☐ Low            | ☒ Elimination / Physical Distancing ☐ Engineering ☒ Administrative ☒ PPE | • While working on campus, health and safety guidance must be followed at all times, this is unaffected by the situation caused by COVID-19: always follow existing safe working procedures, current processes, and health and safety guidance in addition to measures to mitigate COVID-19, including goggles and gloves for this procedure  
  • All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times  
  • All staff are aware of proper handwashing and sanitizing procedures for their workspace  
  • Wipe down shared and/or high touch surfaces or equipment with disinfectant, including stage areas after rehearsals and events  
  • Use of all cleaning/disinfectant will comply with manufacturer’s recommendations and WHMIS guidance  
  • See Floor Cleaning SWP for details | ☒ Post control risk is determined to be low |
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<td>COVID-19, including hard hats for this procedure</td>
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<td>Group Lifting</td>
<td>☒ Low ☒ Medium ☐ High</td>
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<td>• All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided.</td>
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<td>• See Genie AWP-30 Personnel Lift SWP for details</td>
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<tr>
<td>Key Set</td>
<td>☒ Low ☒ Medium ☐ High</td>
<td>☒ Elimination / Physical Distancing ☐ Engineering</td>
<td>• All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times</td>
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<td>☒ Low</td>
<td>☒ Elimination / Physical Distancing</td>
<td>All staff are aware of proper handwashing and sanitizing procedures for their workspace</td>
<td>determined to be low</td>
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<td></td>
<td>☒ Medium</td>
<td>☒ Administrative</td>
<td>All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided</td>
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<td></td>
<td>☒ High</td>
<td>☒ PPE</td>
<td>Wipe down shared and/or high touch surfaces or equipment with disinfectant</td>
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<tr>
<td></td>
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<td>☒ Elimination / Physical Distancing</td>
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<td></td>
<td>☒ High</td>
<td>☒ PPE</td>
<td>PPE Face Shields are required for this procedure</td>
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<tr>
<td>Lunch Room / Production Locker Room / Room 177</td>
<td>☒ Low</td>
<td>☒ Elimination / Physical Distancing</td>
<td>All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times, this may mean that only</td>
<td>determined to be low</td>
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<tr>
<td></td>
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<td>☒ Administrative</td>
<td>PPE Face Shields are required for this procedure</td>
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<tr>
<td></td>
<td>☒ High</td>
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</tbody>
</table>
| Mic Hanging         | ☐ Low ☑ Medium ☐ High | ☑ Elimination / Physical Distancing ☑ Administrative ☑ PPE | 1 person can access the lunch room at a time  
• Wash hands before and after using any equipment. Bring your own cup and containers from home.  
• No sharing of kitchen dishware/utensils unless an adequate means of sanitization (e.g. dishwasher) is available  
• All staff are aware of proper handwashing and sanitizing procedures for their workspace  
• All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided  
• Wipe down shared and/or high touch surfaces or equipment with disinfectant  
• **See Lunch Room / Production Locker Room / Room 177 SWP for details** | determined to be low |
| Mic Storage Cart / Toolbox | ☐ Low ☑ Medium ☐ High | ☑ Elimination / Physical Distancing ☑ Engineering ☑ Administrative ☑ PPE | 1 person can access the lunch room at a time  
• Wash hands before and after using any equipment. Bring your own cup and containers from home.  
• No sharing of kitchen dishware/utensils unless an adequate means of sanitization (e.g. dishwasher) is available  
• All staff are aware of proper handwashing and sanitizing procedures for their workspace  
• All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided  
• Wipe down shared and/or high touch surfaces or equipment with disinfectant  
• **See Mic Hanging SWP for details** | determined to be low |
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<td>☒ Low</td>
<td>☒ Elimination / Physical Distancing ☒ Administrative ☐ PPE</td>
<td>• All staff are aware of proper handwashing and sanitizing procedures for their workspace  • All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided  • Wipe down shared and/or high touch surfaces or equipment with disinfectant  • See Mic Storage Cart / Toolbox SWP for details</td>
<td>determined to be low</td>
</tr>
<tr>
<td>Mics, Head Sets, Belt Packs, Comms &amp; In Ear Monitors</td>
<td>☐ Low ☒ Medium ☐ High</td>
<td>☒ Administrative ☒ PPE</td>
<td>• While working on campus, health and safety guidance must be followed at all times, this is unaffected by the situation caused by COVID-19: always follow existing safe working procedures, current processes, and health and safety guidance in addition to measures to mitigate COVID-19  • All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times  • All staff are aware of proper handwashing and sanitizing procedures for their workspace  • All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided.  • PPE Face Shields are required for this procedure  • Wipe down shared and/or high touch surfaces or equipment with disinfectant  • Avoid equipment sharing and/or reassignment</td>
<td>☒ Post control risk is determined to be low</td>
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<tr>
<td>Performer Towel</td>
<td>☐ Low ☒ Medium ☐ High</td>
<td>☒ Elimination / Physical Distancing ☒ Administrative ☒ PPE</td>
<td>• See Mics, Head Sets, Belt Packs, Comms &amp; In Ear Monitors SWP for details</td>
<td>☒ Post control risk is determined to be low</td>
</tr>
<tr>
<td>Radio</td>
<td>☐ Low ☒ Medium ☐ High</td>
<td>☒ Elimination / Physical Distancing ☒ Administrative ☒ PPE</td>
<td>• While working on campus, health and safety guidance must be followed at all times, this is unaffected by the situation caused by COVID-19: always follow existing safe working procedures, current processes, and health and safety guidance in addition to measures to mitigate COVID-19 • All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times • All staff are aware of proper handwashing and sanitizing procedures for their workspace • All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided. • PPE single use barrier gloves are required for this procedure • Wipe down shared and/or high touch surfaces or equipment with disinfectant • Avoid equipment sharing and/or reassignment • See Performer Towel SWP for details</td>
<td>☒ Post control risk is determined to be low</td>
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| Temporary Cables / Wires | ☐ Low ☒ Medium ☐ High | ☒ Elimination / Physical Distancing ☐ Engineering ☒ Administrative ☐ PPE | • All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times  
• All staff are aware of proper handwashing and sanitizing procedures for their workspace  
• All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided.  
• Wipe down shared and/or high touch surfaces or equipment with disinfectant  
• Avoid equipment sharing and/or reassignment  
• **See Radio SWP for details** | ☒ Post control risk is determined to be low |
| Top of Call / End of Call | ☐ Low ☒ Medium ☐ High | ☒ Elimination / Physical Distancing ☐ Engineering ☒ Administrative ☐ PPE | • All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times  
• All staff are aware of proper handwashing and sanitizing procedures for their workspace  
• All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided.  
• Wipe down shared and/or high touch surfaces or equipment with disinfectant  
• **See Temporary Cables / Wires SWP for details** | ☒ Post control risk is determined to be low |
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<tr>
<td>Transporting / Placing Subwoofers</td>
<td>☐ Low ☒ Medium ☐ High</td>
<td>☒ Elimination / Physical Distancing ☐ Engineering ☒ Administrative ☒ PPE</td>
<td>limitations of the face covering they have chosen to wear or have been provided • Wipe down shared and/or high touch surfaces or equipment with disinfectant • <strong>See Top of Call / End of Call SWP for details</strong></td>
<td>☒ Post control risk is determined to be low</td>
</tr>
<tr>
<td>Truck Loading / Unloading</td>
<td>☐ Low ☒ Medium ☐ High</td>
<td>☒ Elimination / Physical Distancing ☐ Engineering ☒ Administrative ☒ PPE</td>
<td>• While working on campus, health and safety guidance must be followed at all times, this is unaffected by the situation caused by COVID-19: always follow existing safe working procedures, current processes, and health and safety guidance in addition to measures to mitigate COVID-19 • All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times • All staff are aware of proper handwashing and sanitizing procedures for their workspace • All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided. • PPE Face Shields are required for this procedure • Wipe down shared and/or high touch surfaces or equipment with disinfectant • <strong>See Transporting / Placing Subwoofers SWP for details</strong></td>
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<td>Safe Work Procedure</td>
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</table>
| Video Screen Assembly and Rigging | ☐ Low ☒ Medium ☐ High | ☒ Elimination / Physical Distancing ☒ Engineering ☒ Administrative ☐ PPE | and health and safety guidance in addition to measures to mitigate COVID-19  
  - All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times  
  - All staff are aware of proper handwashing and sanitizing procedures for their workspace  
  - All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided.  
  - PPE Face Shields are required for this procedure  
  - Wipe down shared and/or high touch surfaces or equipment with disinfectant  
  - See Truck Loading / Unloading SWP for details | ☒ Post control risk is determined to be low |

Add as many workspaces as necessary by copying and

<p>| Add as many workspaces as necessary by copying and | ☐ Low ☐ Medium ☐ High | ☐ Elimination / Physical Distancing ☐ Engineering | ☐ Post control risk is determined to be low |</p>
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<td>☐</td>
<td>☐ Administrative</td>
<td>☐ PPE</td>
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</tbody>
</table>
Audio and Lighting Console Safe Work Procedure

Materials/Equipment

- Audio Console, associated peripherals, and video monitors
- Lighting Console, associated peripherals, and video monitors
- Disinfectant wipes

Safe Work Procedure

Before Commencing Work:
1. All staff to wash their hands with soap and water for 20 seconds.
2. Equipment should be turned off while cleaning.
3. Do not spray cleaner directly onto equipment.
4. Any equipment that cannot be cleaned safely will not be used.

Commencing Work/Work Procedure:
1. Using large disinfectant wipe, wipe down:
   a. Console surfaces, buttons, keypads, knobs, encoder wheels, level wheels, and fader handles.
      Move all faders to full position and wipe along bottom position.
   b. All peripherals (such as keyboard and mouse, Ion Radio Focus Remote).
   c. Glass touchscreen surfaces, bezel face and edge, and buttons.
   d. Power and adjustment button areas on non-touch-screen video monitors.
      i. Non-touch-screen video monitors have plastic anti-glare screen surfaces that may be damaged.
2. Dispose of cleaning products in garbage can.
3. Wash hands soap and water for 20 seconds, regularly through the work day. If soap and water are not available, use hand sanitizer regularly.
4. Don’t touch your face and then the console without washing/disinfecting your hands.
5. Allow only 1 technician at the console at a time. When touring technicians are present, discuss how to best keep distance from each other while assisting them on the house console.
   a. Only 1 technician at a time is possible in the sound pit.
   b. Only 1 technician at a time is possible in the upper level of the lighting booth.

Post Event Procedure:
1. Wipe down equipment as above, at end of day.
2. Wash hands with water and soap for 20 seconds.
3. Dispose of cleaning products in garbage can.

Audio Equipment Stands and Racks Safe Work Procedure

Materials/Equipment
- Chan Centre audio dept. equipment stands
- disinfectant wipes

Safe Work Procedure
Before Commencing Work:
1. All staff to wash their hands with soap and water for 20 seconds.
2. Ensure all materials and equipment listed in this Safe Work Procedure are made available and used accordingly.
3. Determine the equipment required for the event to minimize equipment to possible exposure.

Commencing Work/Work Procedure:
1. When placing equipment on stage, wipe down surfaces of the stands and equipment to be placed on them with disinfectant wipes.
2. Pay particular attention to the areas commonly adjusted by clients (The knobs, the boom arm, the boom arm adjustment lever)
3. Do not share microphone stands between clients as they will all invariably attempt to adjust them.

Post Procedure:
1. Wipe down complete stand and equipment on it with disinfectant wipes before transporting to the storage area.
2. Dispose of cleaning materials in garbage, pour used water down a sink.
3. All staff to wash their hands with soap and water for 20 seconds.
Audio Furniture, Racks, Chairs Safe Work Procedure

Materials/Equipment
- tables, desks, carts, racks, chairs and other non-sensitive equipment
- disinfectant wipes

Safe Work Procedure

Before Commencing Work:
1. All staff to wash their hands with soap and water for 20 seconds.
2. Ensure all materials and equipment listed in this Safe Work Procedure are made available and used accordingly.

Commencing Work/Work Procedure:
1. Wipe down surfaces with disinfectant wipes.
2. During the work day, frequently wash hands with soap and water for 20 seconds, or disinfect hands with a suitable disinfectant.
3. Don’t touch your face.

Post Procedure:
1. Wipe down surfaces with disinfectant wipes when done with the area.
2. Dispose of used disinfectant products in the garbage.
Canopy Access Safe Work Procedure

Materials/Equipment
- Hand Sanitizer

Safe Work Procedure
Before Commencing Work:
1. Wash hands with soap and water for 20 seconds.
2. Ensure all materials and equipment listed in this Safe Work Procedure are made available and used accordingly.

Access Canopy from Ceiling Safe Work Procedure:
1. Put on PPE Fall Arrest Equipment as per Fall Protection Safe Work Procedure below.
2. Disinfect hands before accessing top of ladder.
3. Inspect Self Retracting Lifeline as trained, but DO NOT use shared gloves. Use personal work gloves or no gloves.
4. Use Self Retracting Life Line while descending ladder.
5. Secure SRL to Canopy.
6. Proceed with work on Canopy.

Exiting Canopy Procedure:
1. Disinfect hands with hand sanitizer.
2. Connect SRL to Fall Arrest Harness.
3. Exit Canopy to ceiling.

Post Procedure:
1. Return Fall Arrest Harness to storage.
2. If not using personalized harness, tag out harness with quarantine tag noting day of last use (3-day quarantine).
3. Wash hands with soap and water for 20 seconds.

Other Important Information
- It is not practical to disinfect access ladder, so best method is to avoid contaminating ladder. Disinfect hands before use, don’t touch face after disinfecting hands, and disinfect hands after climbing the ladder.
- It is possible to disinfect the snap hook of the SRL, but not possible to disinfect 50’ of the steel cable. Disinfecting hands prior to touching equipment is most practical method.
- While not touching the steel cable is typically good practice for other reasons, given our location, environment, and usage, touching the bare cable with uncovered hands is a suitable method during the COVID-19 pandemic.
Canopy, Cluster, Banner, Line Array Safe Work Procedure

Materials/Equipment
- Disinfecting cleaning products (spray and cloths, or wipes) for the control panels and control pickle.

Safe Work Procedure
Before Commencing Work:
1. All staff to wash their hands with soap and water for 20 seconds.
2. Ensure all materials and equipment listed in this Safe Work Procedure are made available and used accordingly.

Commencing Work/Work Procedure:
1. Wipe down control panel for Banners, Canopy/Cluster (including control pickle), and Line Array LCD controller as necessary.

Post Procedure:
1. Dispose of cleaning product in garbage can.
2. All staff to wash their hands with soap and water for 20 seconds.
Fall Protection Safe Work Procedure

Important Detail:
Manufacturers of Fall Prevention Equipment DO NOT recommend using any chemicals to clean or disinfect their equipment. Instead, we must use isolation controls to not share equipment.

Materials/Equipment
- Paper tags and wire for tagging equipment with Date of Last Use.

Safe Work Procedure
Before Commencing Work:
1. Determine during pre-show meeting and from Event File any requirements for working at heights beyond the typical lighting positions.
   a. If such work is required, determine, design, and use administrative controls, engineering controls, and existing PPE equipment to commence work safely.
2. Prior to entering any “working at height positions” ensure all materials, equipment, and PPE listed in this Safe Work Procedure are made available and used accordingly.
3. Equipment (harness, personal self-retracting lifeline, shock absorbing lanyard) shall be designated and marked for specific individuals (Head Lighting Technician, the typical Assistant Head Lighting Technician (JC)) and only used by that worker. Other lighting department staff may use equipment marked for their use, and those items shall be quarantined by an attached note for a minimum of three days.

Commencing Work/Work Procedure:
1. Disinfect, or wash hands with soap and warm water for 20 seconds.
2. Put on personalized harness, and personalized equipment as possible, for Fall Prevention Systems as required and provided for their specific areas (Concert Hall Catwalk; Canopy Ladder Access; Canopy Focus Positions; and Balcony positions).
3. Do not use equipment designated for others.
4. If using shared personal equipment, or sharing equipment designated for another, indicate the date last used on a tag and wire it that equipment. Set that equipment aside.
5. If a piece of equipment has a “Date of Last Use,” do not re-use that equipment within three days (72 hours) of last use without disinfecting it.
6. Installed Anchors, Vertical Lifelines, and 50’ Self Retracting Lifelines will continue be shared by all staff, but associated procedures are modified to reduce transmission of virus by:
   a. NOT wearing shared gloves when pulling SRL wire out to Canopy location;
   b. NOT touching face and then touching shared equipment;
   c. And disinfecting or washing hands after using shared equipment and before touching your face.

Post Procedure:
1. Store equipment back in its proper locations.
2. If shared equipment was used, tag or note last date of use for affected pieces in a conspicuous space with the stored equipment.
3. Quarantine equipment for 3 days (72 hours).
4. If necessary, hand wash harness, anchor straps, fabric portion of SRLs in hot water with soap. Hang to air dry.
5. Wash hands with soap and warm water for 20 seconds.

Floor Cleaning (Concert Hall and Telus Studio) Safe Work Procedure

Materials/Equipment
- Mop Bucket & mop
- Flooring Disinfectant Solution
  - (Nature’s Miracle Disinfectant Floor Cleaner – need to confirm ability to kill COVID-19 virus; it is rated for N1H1; or UBC recommended cleaner suitable for hardwood floor)
- Goggles (for when mixing solution)
- Determine if gloves are required based on cleaning agent.

Safe Work Procedure
Mopping of floor to occur post show

Before Commencing Work:
1. All staff to wash their hands with soap and water for 20 seconds.
2. Ensure all materials and equipment listed in this Safe Work Procedure are made available and used accordingly.

Commencing Work/Work Procedure:
1. Mix FLOOR DISINFECTANT SOLUTION as per manufacturer’s instructions in the mop bucket.
   a. Wear goggles while pouring chemical agent and filling bucket. Goggles not required for mopping.
2. Mop entirety of Stage Floor (onstage area)
3. Let air dry.

Post Procedure:
1. Pour used water down sink.
2. Rinse mop and mop bucket.
3. Disinfect goggles or wash in warm soapy water for 20 seconds.
4. All staff to wash their hands with soap and water for 20 seconds.

Other Important Information
- COVID-19 is spread through aerosol droplets from breathing, coughing, sneezing, singing, and possibly from air expelled from a wind or brass instrument. It is also spread through contact with those droplets, or drops of condensation or saliva, when touching the ground.
- When picking up after an event, or cleaning the stage, do not touch your face until after washing your hands with soap and water for 20 seconds.
Genie AWP-30 Personnel Lift Safe Work Procedure

Materials/Equipment
- Genie AWP-30 Lift
- Disinfectant wipes or solution and rags.
- PPE Hardhats

Safe Work Procedure
Before Commencing Work:
1. All staff to wash their hands with soap and water for 20 seconds.
2. Ensure all materials, equipment, and PPE listed in this Safe Work Procedure are made available and used accordingly.

Commencing Work/Work Procedure:
1. Access control key in Key Locker following Key Set SWP (below).
2. Disinfect all common touch surfaces on the lift:
   a. Rear push handles, both control panels, outriggers and crank handles, outrigger sleeve pins, gate latch and frame, and others.
3. Dispose of used cleaning products in garbage.
4. Push lift into position.
5. If other staff are in area below work area, disinfect and distribute hardhats.
6. Operate lift for required purpose.
7. Return lift to storage area.
8. Disinfect all common touch areas as above, and that were touched.
9. Return key to locker (following Key Set SWP procedure below).
10. Dispose of used cleaning products in garbage.

Post Procedure:
1. Disinfect hardhats and return to storage.
2. Dispose of cleaning products in garbage.
3. All staff to wash their hands with soap and water for 20 seconds.

Other Important Information
- COVID-19 is spread through aerosol droplets from breathing, coughing, sneezing. It is also spread through contact with those droplets, or drops of condensation or saliva, when touching the case.
Group Lifting Safe Work Procedure

Materials/Equipment
- The object or objects to lift
- PPE Face Shields
- Disinfectant wipes or solution and rags.

Safe Work Procedure
Before Commencing Work:
1. All staff to wash their hands with soap and water for 20 seconds.
2. Ensure all materials, equipment, and PPE listed in this Safe Work Procedure are made available and used accordingly.
3. Consider the need to wear PPE gloves (leather or similar) as required for the specific task.

Commencing Work/Work Procedure:
1. Assemble the required number of staff needed to safely lift the object.
2. Disinfect common touch areas, such as handles, edges, corners, and sides of the case.
3. Discuss the lift plan, location of staff, lifting points on the object, and where the object is being moved to.
4. All staff, when within 6’ of each other, or when it is reasonable to assume that staff will encroach on the 6’ safety zone, must wear PPE face shields.
5. Execute the lift or lifts.

Post Procedure:
1. Disinfect common touch areas of the case, as above.
2. Disinfect face shields.
3. All staff to wash their hands with soap and water for 20 seconds.

Other Important Information
- COVID-19 is spread through aerosol droplets from breathing, coughing, sneezing. It is also spread through contact with those droplets, or drops of condensation or saliva, when touching the case.
Key Set Safe Work Procedure

Materials/Equipment
- Production Staff Key Sets
- Individual room keys for loan, as needed
- Disinfectant Spray, and disinfectant wipes
- Padded tub

Safe Work Procedure
Before Commencing Work:
1. Determine during pre-show meeting and from Event File which staff will need and be given a key set.
2. Prior to accessing the keys or the key locker, ensure all materials and equipment listed in this Safe Work Procedure are made available and used accordingly.
3. Identify personalized key sets for Full Time or Part Time Regular Production Staff.

Distributing Key Sets Work Procedure:
1. Wash hands with soap and warm water for 20 seconds.
2. Use spray or wipes to disinfect exterior of key locker and combination lock.
3. Head Stage Technician gathers all required sets in padded tub and sprays with provided disinfectant solution.
4. Staff receiving key set can dry off set with paper towel.
5. Dispose of any cloths or wipes or paper towels in the garbage.
6. Wash hands with soap and warm water for 20 seconds.

Returning Key Set:
1. Wash hands with soap and warm water for 20 seconds.
2. Disinfect exterior of key locker and combination lock.
3. Head Stage Technician gathers all returning sets in padded tub and sprays with provided disinfectant solution.
4. Key sets can air dry off in the locker.
5. Dispose of any cloths or wipes or paper towels in the garbage.
6. Wash hands with soap and warm water for 20 seconds.

Post Procedure:
1. Disinfect exterior of key locker and combination lock at end of call.
2. Dispose of any cloths or wipes or paper towels in the garbage.
3. Wash hands with soap in warm water for 20 seconds.
Ladder Use Safe Work Procedure

Materials/Equipment
- Straight Ladders, Step Ladders, Extension Ladder, Folding Ladder
- PPE Face Shields
- Disinfectant and wipes

Safe Work Procedure
Before Commencing Work:
1. Determine from Top of Call meeting and show file the possible jobs which may require the use of any ladder.
2. Prior to accessing the ladder, ensure all materials, and equipment, listed in this Safe Work Procedure are made available and used accordingly.

Commencing Work/Work Procedure:
1. Wash hands with soap and water for 20 seconds.
2. In Loading Bay spray disinfectant on high touch areas of the ladder, such as side rails, stops, top level, and paint tray.
3. Use ladder for task, and return to storage area.
4. If use of ladder requires more than 1 person, ensure crew stay more than 6’ apart.
5. When footing a 12’ or extension ladder, use the building or a structure, or ensure both workers are wearing face shields.
6. When moving an extension ladder in a vertical position, both workers need to wear face shields.

Post Procedure:
1. In Loading Bay spray disinfectant on high touch areas of the ladder, such as side rails, stops, top level, and paint tray.
2. Disinfect face shields (if used)
3. Dispose of cleaning materials as necessary.
4. Wash hands with soap and water for 20 seconds.
Production Locker Room / Room 177

Safe Work Procedure

Materials/Equipment
- Disinfectant and wipes

Safe Work Procedure
Before Commencing Work:
1. All staff to be aware that they must maintain a physical distance of at least 2 meters from each other at all times. Only 2 persons can access the lunch room at a time.
2. Regular Staff have dedicated lockers assigned.
3. Casual Crew may use remaining lockers as available. They will be responsible for sanitizing their locker before and after use.
4. Disinfectant and paper towels or wipes to be supplied in the room.

Commencing Work/Work Procedure:
1. Upon entering Room #177, all staff are to wash their hands with soap and water for 20 seconds.
2. Each crew accessing a locker must disinfect the locker handle, lock, door, clothing hooks and shelves, and other high touch surfaces of the locker.
3. Dispose of used towels and wipes in the designated garbage can.
4. Production Crew accessing their lockers are to be quick and efficient in order to allow other staff access.
5. All employees are to bring their own food, drink and tableware. Microwave, fridge and other appliances will not be available in Stage 1.

Post Procedure:
1. When leaving Room #177, all staff are to wash their hands with soap and water for 20 seconds.
2. Dispose of used disinfectant wipes or cloths in designated garbage.

Other Important Information
- Crew are to NOT gather in the room prior to shift while waiting for the Event Briefing. Crew should spread out through the Locker Room, Production Office, and Backstage Hallway until meeting begins onstage.
Mic Hanging Safe Work Procedure

Materials/Equipment
- Stereo Pair mics and clips supplied and disinfected from Mic Storage
- Stereo Pair bar and rigging system on Canopy
- Hand Sanitizer

Safe Work Procedure
Before Commencing Work:
1. Wash hands with soap and water for 20 seconds.
2. Ensure all materials and equipment listed in this Safe Work Procedure are made available and used accordingly.

Hanging Mics for Show Procedure:
1. Acquire disinfected mics and clips from Audio Department.
2. Access Canopy at trim height.
3. Disinfect hands with hand sanitizer, and don’t touch face during the process.
4. Attach clips and mics to stereo pair bar, connect mic cables to mics, and secure all in place.
5. Let out suitable length of mic cable and (2) 1/8” rope control lines.
6. Trim to height as determined by Audio Department, and secure lines in trim position.
7. Exit Canopy to ceiling.
8. Disinfect hands with hand sanitizer.

Retrieving Mics After Show Procedure:
1. Access Canopy at trim height.
2. Disinfect hands with hand sanitizer, and don’t touch face during the process.
3. Pull stereo pair bar up to Canopy, and pull in and coil all mic and rope control lines.
4. Remove mics and clips from bar.
5. Exit Canopy to ceiling.

Post Procedure:
1. Return mics and clips to Audio Department for their disinfecting procedure and storage.
2. Wash hands with soap and water for 20 seconds.

Other Important Information
- While the mic, clips and mic lines can be disinfected with most products, its length and location prevent an easy disinfectant process. It is not recommended to use chemicals on the 1/8” rope control lines. The best method of preventing the spread of COVID-19 is to sanitize hands prior to operating the control lines.
Mic Storage Cart / Toolbox Safe Work Procedure

Materials/Equipment
- All items that get stored in the Microphone Cart or other containers in the Audio Lockup
- disinfectant wipes
- Appropriately stocked Chan Centre Audio Dept. Microphone-Radio-Clearcom Sanitation Cart, & disinfectant wipes.
- Clean Windsocks

Safe Work Procedure

Before Commencing Work:
1. Be familiar with method of cleaning mics etc. as described in Mics, Head Sets, Belt Packs, Comms, & In Ear Monitors Safe Work Procedure below.
2. The storage cart and its included equipment.
3. Wash hands with soap and water for 20 seconds.
4. Ensure all materials and equipment listed in this Safe Work Procedure are made available and used accordingly.

Commencing Work/Work Procedure:
1. Be very vigilant about sanitation of items before returning them to the microphone storage cart or the Audio Lockups(s) in general.

Post Procedure:
1. Wipe down surfaces with disinfectant wipes and transport items back to storage only when sanitized and only in or on sanitized containers/carts.
2. Dispose of any used wipes or cleaning products in the garbage.
Mics, Head Sets, Belt Packs, Comms, & In Ear Monitors
Safe Work Procedure

Materials/Equipment

- Appropriately stocked Chan Centre Audio Dept. Microphone-Radio-Clearcom Sanitation Cart, & disinfectant wipes.
- Microphones/Headsets/Belt packs/In Ear Monitors/Comms and clips, accessories etc.
- Clean Windsocks
- PPE Face Shield

Safe Work Procedure

Before Commencing Work:

1. Wash hands with soap and water for 20 seconds.
2. Ensure all materials and equipment listed in this Safe Work Procedure are made available and used accordingly.
3. Determine during pre-show meeting and from Event File the number and location of microphones, belt packs, headsets, in ear monitors, and comms needed.
4. Plan for each performer/crew member to use a dedicated Microphone/Headset/Belt pack/In Ear Monitor/Comm if possible. Label each unit with Name or specific ID if possible.

Commencing Work/Work Procedure:

1. Sanitize any transport container, cart, etc. to be used to transport equipment to its destination.
2. Wipe all required mics, clips, cables, headsets, and belt packs down with a large disinfectant wipe.
3. Install previously sanitized foam windsocks on all vocal mics and comms mics.
4. Inform users of the sanitation efforts, and best practice of not sharing microphones and changing windsocks.
5. Each performer should have a dedicated microphone.
   a. If that is not possible, the Chan Centre will provide a sanitized windsock for their use.
6. When placing headset mics or lavaliere mics onto performers, attempt to maintain best physical distancing guidelines, or stand to the side of the person rather than in front of their face.
   a. Recommend the performer attach the belt pack to their own belt, or put on the pouch, and place the mic clip on their own clothing under direction from the staff person;
   b. If the staff person has to physically assist with the placement of the equipment,
      i. Wash or disinfect hands;
      ii. Stand to the side of the performer and have the performer turn their head away from the staff member.
      iii. Maintain minimum 2m distance between performer and staff at all times.
       Performers may make their own adjustments if needed.
   c. Staff Member must immediately wash their hands with soap and water for 20 seconds, or use a disinfectant, after placing the equipment on the performer, or between multiple performers.

Post Procedure:

1. Collect all microphones, clip and accessories, headsets, belt pack, in ear monitors, and comms systems into a container or cart, and the used windsocks into the Used Windsock tub.
2. Sanitize the microphones, clips, windsocks, Headsets, Belt packs, In Ear Monitors, Comms and equipment stands with wipes or immersing and washing in disinfectant solution, and return to storage.
3. Sanitize the transport container, cart, etc. used to collect used equipment.
4. Wash hands with soap and water for 20 seconds.

**Performer Towel Safe Work Procedure**

**Materials/Equipment**
- Disinfectant wipes, or spray bottles and cloths, laundry soap
- Single-use nitrile gloves.
- Single-use non-medical barrier masks.
- Laundry baskets, with fabric liners, identified as “clean” and/or “dirty.”

**Safe Work Procedure**

**Before Commencing Work:**
1. Prior to accessing towels or their cabinet, ensure all materials, equipment, and PPE listed in this Safe Work Procedure are made available and used accordingly.

**Distribution Procedure:**
1. Wash hands with soap and warm water for 20 seconds.
2. Put on single use non-medical barrier mask.
3. Disinfect / wipe down cupboard door, handle, lock; and shelving.
4. Stay distant from others while distributing towels.

**Post Distribution Procedure**
1. Disinfect / wipe down cupboard door, handle, lock; and shelving.
2. Safely remove and dispose of PPE.
3. Wash hands with soap and warm water for 20 seconds.

**Collecting / Laundering Towels (Soiled or not) Procedure**
1. Wash hands with soap and warm water for 20 seconds.
2. Put on single use non-medical barrier mask and single use PPE gloves.
3. Clearly mark laundry bins as “Clean” or “Dirty.” Ensure dirty laundry only contacts dirty laundry bins, and clean laundry only contact clean laundry bins.
4. Do NOT shake dirty laundry. This minimizes the possibility of dispersing the virus through the air.
5. Place dirty laundry directly into dedicated hampers or linen bags without sorting. Do not overfill bags.
6. All distributed towels, whether used or not, MUST be laundered before being placed back in storage.
7. Wash and dry items in accordance with manufacturer’s instructions. Use the warmest possible water settings (Hot Water is fine for the Chan Towels). Dry all items thoroughly.
8. Disinfect washer and dryer controls, lid, door, surfaces, and folding surface frequently.
9. To process towels from washer to dryer, and from dryer to storage, wash hands with soap and water for 20 seconds prior to handling.
10. Wear single use non-medical barrier face mask while handling towels.
11. Clean and disinfect clothes hampers according to manufacturer’s guidance. Consider using a liner or bag that can be laundered, and launder with towels.
12. Fold clean, dry towels on disinfected table surface. Put away on shelving.

**Post Procedure:**
1. Disinfect / wipe down cupboard door, handle, lock; and shelving
2. Disinfect washer and dryer controls, lid, door, surfaces, and folding surface.
3. Safely remove and dispose of PPE.
4. Wash hands with soap and water for 20 seconds.

Radio Safe Work Procedure

Materials/Equipment
- Radio from FOH, box office, administration, or technical fleet.
- Disinfectant wipes.

Safe Work Procedure

Before Commencing Work:
1. Full Time staff have their own identified radio/dongle to use.
2. Prior to accessing radios in their chargers, ensure all materials and equipment listed in this Safe Work Procedure are made available and used accordingly.

Commencing Work/Work Procedure:
1. Wash hands with soap and water for 20 seconds, and don’t touch face.
2. Each employee wipes their radio/dongle; ear piece and wire; headset, ear pad, microphone arm (including the windscreen) with disinfectant wipe.
3. Dispose of used wipes in the garbage.

Post Procedure:
1. Wash hands with soap and water for 20 seconds, and don’t touch face.
2. Each employee wipes their radio/dongle; ear piece and wire; headset, ear pad, microphone arm (including the windscreen) with disinfectant wipe.
3. Dispose of cleaning wipes in the garbage.
Temporary Cables / Wires Safe Work Procedure

Materials/Equipment
- Temporary cables/wires (IE Mic lines, patch cables, power cables, DMX cables).
- Bucket of hot soapy water, or disinfecting cleaners.
- Suitable supply of rags.
- Hand cart for transporting loose cables, as needed.

Safe Work Procedure
Before Commencing Work:
1. All staff to wash their hands with soap and water for 20 seconds.
2. Ensure all materials and equipment listed in this Safe Work Procedure are made available and used accordingly.
3. Determine the cables required for the event to minimize equipment to possible exposure.

Commencing Work/Work Procedure:
1. Workers to wash hands with soap and water for 20 seconds.
2. Pick cables from storage and transport to work area.
3. Lay out cables / wires as needed for the event or task.
4. Put away unused cables to avoid possible contamination and reduce need for unnecessary cleaning.
5. Post usage/event, collect and temporarily coil all used cables and transport to Loading Bay.
6. Assign workers as needed to thoroughly wipe all used cables with hot soapy water (or disinfectant wipes), being careful not to corrupt connector pins etc.
7. All other workers to wash hands with soap and water for 20 seconds before moving on to other tasks.
8. Wipe down / disinfect cart used for transporting used cables.
9. Re-Coil to appropriate size, transport back to storage location.
10. For easily identifiable cables (IE multi-pin console cable, break-out cables), consider if a 3-day quarantine is more efficient than actively disinfecting. If it is, tag cable and label with last day used on paper tag or tape.

Post Procedure:
1. Put away all cables, making quarantined cables obvious.
2. Dispose of cleaning materials in garbage, pour used water down a sink.
3. All staff to wash their hands with soap and water for 20 seconds.
Top of Call / End of Call Safe Work Procedure

Materials/Equipment
- Disinfectant / wipes

Safe Work Procedure
Before Commencing Work:
1. Head Stage Technician to inform crew of location of new top of call briefing location – onstage.
2. Head Stage Technician to gather, disinfect, and distribute key sets. (see other SWP above)
3. Head Audio gather radios and distribute. (See other SWP above)

Commencing Work/Work Procedure:
TOP OF CALL:
1. All crew to wash their hands with soap and water for 20 seconds.
2. Crew Briefing to occur in Production office if physical distancing can be observed (total of 3 persons)
3. Crew Briefing to occur on venue stage if more than 3 crew, or meeting includes client or other contractors.

END OF CALL:
1. All crew to wash hands with soap and water for 20 seconds after completing their last production task, and before entering the Production Office.
2. Head Stage Technician to break crew from work tasks in small groups to allow physical distancing in Production Office.
3. If all crew is released at same time, crew to observe physical distancing by not entering Production Office until it is reasonable to do so.
4. Crew return radios and keys as per SWP above.
5. Head Technician fills out Event Timesheet for each crew member, detailing name, hours scheduled, hours worked, and any penalties, additional premiums, or appended relief breaks that need to be noted.
6. Each crew member will initial the timesheet as correct after it is complete.

Post Procedure:
1. All crew to wash their hands with soap and water for 20 seconds.
Transporting / Placing Subwoofers Safe Work Procedure

Materials/Equipment
- Subwoofers (stacked 2 high) on designated wheeled dolly.
- Disinfecting wipes

Safe Work Procedure
Before Commencing Work:
1. Wash hands with soap and water for 20 seconds.
2. Ensure all materials, equipment, and PPE listed in this Safe Work Procedure are made available and used accordingly.

Installing Sub Procedure:
1. Assign a minimum of 2 staff to roll loaded subwoofer dolly from basement to stage level, & 4 people to lift subs from dolly.
2. While 4 crew are within 6’ area around a sub, each worker is to wear PPE face shield, and take care to face away from each other to not blow into each other’s faces while exerting with the lift.
3. Place subwoofer down with caution, avoiding toes, other people, or other equipment.
4. Disinfect handles, common touch areas, and cable ends, when both subs are in position.
5. Wash or disinfect hands.

Striking Subs from Stage Procedure:
1. Assign 4 people to lift subs onto dolly.
2. While 4 crew are within 6’ area around a sub, each worker is to wear PPE face shield, and take care to face away from each other to not blow into each other’s faces while exerting with the lift.
3. Centre subwoofer on dolly and repeat with Stage Right.
4. Assign a minimum of 2 staff to roll loaded subwoofer dolly to basement storage.
5. Disinfect handles, common touch areas, and cable ends.

Post Procedure:
1. Wash hands with warm water and soap for 20 seconds.
2. Disinfect Face Shields.
3. Dispose of disinfectant wipes in the garbage.

Other Important Information
- Lifting each sub requires 4 people (1 on each corner) of suitable strength.
Truck Loading / Unloading Safe Work Procedure

Materials/Equipment
- Equipment to load onto / from delivery vehicles
- Loading Plate ramp, or tail gate
- Disinfecting Spray bottles and rags / Disinfecting wipes / Soap, water, rags.
- PPE Face Shields, PPE work Gloves

Safe Work Procedure

Before Commencing Work:
1. Wash hands with soap and water for 20 seconds.
2. Ensure all materials, equipment, and PPE listed in this Safe Work Procedure are made available and used accordingly.
3. Determine what is coming off or going on the truck.

Work Procedure:
1. Ensure a suitable number of people are available to load or unload equipment or product from truck. Only have the required number. Don’t let other people congregate in close proximity.
2. Where possible allow the truck driver to unload their vehicle.
3. While multiple people are within a 6’ area, or inside the truck cargo area, each worker is to wear PPE face shield.
4. Workers are to wear PPE work gloves when suitable to the load, not for sanitary reasons.
5. If gloves are to be worn for sanitary purposes, then single use nitrile gloves shall be worn, and disposed of immediately after the boxes or equipment have been disinfected.
6. When equipment or boxes come off the truck, disinfect the exterior of the case(s) with either a disinfectant spray or warm soap and water. Items to remain in the Loading Bay until dry.
7. Disinfect or wash handles, common touch areas, edges, lid, and sides.
8. Take care to not get water or disinfectant inside the boxes, or to damage the contents or exterior, or the product or goods being unloaded.

Post Procedure:
1. Dispose of disinfectant wipes in the garbage.
2. Wash hands with warm water and soap for 20 seconds.
3. Disinfect Face Shields.
Video Screen Assembly and Rigging Safe Work Procedure

Materials/Equipment
- Video Screen and Frame, rigging lines, rigging motors
- Disinfecting cleaning product suitable for metal and plastic screen border.

Safe Work Procedure
Before Commencing Work:
1. All staff to wash their hands with soap and water for 20 seconds.
2. Ensure all materials and equipment listed in this Safe Work Procedure are made available and used accordingly.

Assembling the Screen Work Procedure:
1. Assign 1 or 2 crew to assemble the screen frame and attach the surface as per manufacturer’s instructions.
   a. Crew to work opposite each other around the frame to avoid close contact.
2. Once assembled, have crew wipe down points of high contact areas with cleaning product.
3. Assign 1 crew to operate motors in ceiling:
   a. Take a disinfectant product up to wipe control device and buttons.
4. Ground crew connect chains to screen rigging points or drifts.
5. Fly out.

Removing the Screen Work Procedure:
6. Assign 1 crew to operate motors in ceiling:
   a. Take a disinfectant product up to wipe control device and buttons
7. Lower screen to deck, with 1 or 2 crew to land screen, on opposite corners.
8. 1 or 2 crew to remove screen face, disassemble frame, wipe parts down and return parts to case and bag.
   a. Crew to work opposite each other around the frame to avoid close contact.

Post Procedure:
9. Return screen kit to storage location, wiping down case handle.
10. All staff to wash their hands with soap and water for 20 seconds.
Appendix Three
Training Strategies for Front of House Staff

Chan Centre for the Performing Arts: Training Strategies for Front of House Staff:

Initial communication of FOH COVID-19 specific operations and procedures will be provided to FOH staff via electronic/online methods. This will aid in minimizing person to person contact.

Training materials specific to FOH operations and procedures will be posted in coat check and FOH staff locker rooms.

As part of our FOH training strategy, all FOH staff will receive a 60-minute onsite training session specific to COVID-19 procedures and protocols. These training sessions will occur on an event by event basis, as individual FOH staff are scheduled for events. Training will continue until all FOH staff have received onsite training.

All participants in onsite training will adhere to physical distancing of two metres.

**FOH Training will consist of the following subjects**

- Hand and respiratory hygiene
- Identifying of handwashing and hand sanitizer locations.
- Managing physical distancing (for both staff and patrons)
- Cleaning and sanitation of work materials and surfaces (including radios and ticket scanners)
- Personal protective equipment (where applicable)
- Managing Patron line-ups and ensuring physical distancing
- COVID-19 specific event opening and closing procedures
- Identifying and directing patrons to points of ingress and egress
- Procedures and methods for managing patron access to washrooms
- Facilitating and assisting patrons with accessibility needs
- Resolving patron complaints, conflicts and concerns
- First-Aid Incidents
- Emergency procedures
- Identifying of handwashing and hand sanitizer locations.
- Staff feedback/engagement methods to communicate with Chan supervisory staff
**FOH Training – Bar Staff:**

In addition to the above FOH training areas, Chan Centre Bar staff will receive more specific training in the following areas.

- Pre-show and post-show bar cleaning and sanitizing
- Cleaning of cash registers and pin pad devices
- How to maintain physical distancing behind the bar
- How to manage patrons lining up at your bar
- Hand and respiratory hygiene while serving patrons
- Disposal of garbage, compostable and recyclable items

**Some key points regarding concession service during this initial phase of opening.**

- Events will not have an intermission
- All beverages will be served in paper ware and plastic ware cups (no glass) or in the original container (soft drinks, juice etc.)
- Bar will be stripped of all glassware, ceramic cups and any unnecessary equipment
- For 50-person capacity we will schedule at most 1-2 bar staff to address possible artist requirements.

Our liquor license does not permit us to serve alcohol during phase 2 (Provincial Health Order)
Appendix Four
Ticket Office Cleaning

Chan Centre for the Performing Arts: Ticket Office Cleaning

This process would be an expansion and continuation of what we were doing before we started working remotely on March 20th. We are operating on the assumption that until we’re back to a regular event schedule and allowed to resume normal operations in the building, there will only be one of two Ticket office staff present, based on the event-based needs we’ve described earlier in this document. Both staff have designated workstations separated by barriers of either office dividers or the Plexiglas barriers installed at the ticket selling stations.

The following surfaces would be sanitized at the beginning and end of every day that the office is occupied:

- Door handle and numbered keypad into the Ticket Office.
- Door handle into the Manager’s Office in the Ticket Office.
- Handle to open the gate to the ATM.
- Outside ledge of the Ticket Office.
- Inside ledge of the Ticket Office.
- The two telephones in Room 101 in the Ticket Office.
- Lock on the locker that has the key to the safe.
- Refrigerator/microwave, if utilized.
- Touchless ticket scanner(s) and laptop(s), if utilized.

Within Room 101, the following surfaces within individual workstations would be sanitized at the beginning and end of every day that the office is occupied:

- Computer keyboard/screen/tower
- Pin Pad related to the specific computer.
- Microphone.
- Ticket printer related to the specific computer.

Within Room 103, the following surfaces within individual workstations would be sanitized at the beginning and end of every day that the office is occupied:

- Computer keyboard/screen/tower
- Pin Pad related to the specific computer.
- Telephone at the desk.
- Ticket printer related to the specific computer. Note that while patrons will be encouraged to print their tickets at home or download their tickets to their mobile phone, some ticket printing may be required for patrons without access to this technology.
- The Chan Centre will provide a proper receptacle for collecting used tickets.
When helping a customer at the window, a visor may be worn, so as to help facilitate communication for customers who may have difficulty hearing.
Responding to a COVID-19 Incident

In cases where there is a COVID-19 related incident there are several levels of potential response.

These comments are guided by reporting procedures designated by UBC Safety and Risk Services and WorksafeBC. Also relevant to a COVID-19 evacuation plan are the UBC Building Emergency Response Plan (B.E.R.P) amendments re: COVID-19 that can be found in Appendix eight. The Chan Centre will integrate this B.E.R.P. amendment into our own published B.E.R.P.

Any visitor to the Chan Centre (Staff, Student, Patron, Performer, and Promotor) that may have concerns about COVID-19 exposure should report their concerns to any member of the Chan Centre staff who will then report the issue via their supervisor the Co-Managing Director, Facilities, Operations and Ticketing. That person will address the situation with UBC Safety and Risk Services immediately after any emergent first aid situation is dealt with.

Basic Response (See note on bottom of page 103)

- Does the person feel ill? If yes please ask them to sanitize their hands and isolate themselves immediately.
- Is the person affected by the incident experiencing a medical emergency (breathing difficulty)?
  a. If the answer to this question is yes then call 911 and, if it is a UBC employee, the (604-822)-2444 medical response number. Any person unsure of this procedure should also contact UBC security at 604.822.2222.
- If the person is not experiencing a medical emergency but is experiencing COVID-19 related symptoms then they should be immediately sent home and advised to see or speak with a medical professional.
- Make sure that we obtain contact information from the affected person (name, email, phone, address).
- Investigate, before the individual leaves the building, where they may have gone. Identify the number of contacts (locations, items, and people).
- Follow incident tracking as per guidelines laid out by the British Columbia Health Authority, Worksafe BC, and The University of British Columbia.

Post Incident Cleaning

- Evaluate the areas visited and immediately contact the Facility Manager. The FM would work with ready.ubc@ubc.ca to ensure cleaning is conducted and the area is confirmed to be safe for work resumption.
- Review ongoing cleaning procedures, hazard assessments, and safe-working procedures.

From the WorksafeBC Website.
“In cases where a worker contracts COVID-19 and where that exposure may reasonably be assumed to have taken place at the workplace, employers may be directed by WorkSafeBC to conduct an investigation. Employers should also conduct periodic reviews of their COVID-19 Safety Plans to ensure that controls in place are adequate, including in cases where a confirmed or suspected exposure occurred at the workplace.”

**Note:**

Current UBC Risk and Safety procedures for medical incidents require the calling of 911, rather than “first aid” or “604-822-24444” or “2-444” (UBC landlines), if the incident does not involve a staff member.
Appendix Six

UBC Building Emergency Response Plan: Amendment COVID-19

Building Emergency Response Plan (BERP) Guidance Document

Building Evacuation Amendment COVID-19

Purpose

The following document is to provide guidance for incorporating COVID-19 precautions to Building Emergency Response Plans (BERP). The leadership and guidance of Emergency Directors and Floor Wardens are essential during this time of physical distancing to prevent disease transmission. While it is important to maintain a safe physical distance (>2 metres) to minimize the risk of spreading the disease, the priority is to execute a safe and expeditious evacuation.

Responsibilities

Building Emergency Directors

The Emergency Director is responsible for determining and implementing the following:

1. Are designated floor wardens in attendance to perform their duties? (Are they working in the building or from home?) Where necessary, interim Floor Wardens can be designated to fill this role.
2. Are the available Floor wardens familiar with all the evacuation routes from their areas?
3. Have physical distancing measures been considered and included?
   a. Once evacuated, floor wardens are to provide physical distance guidance to all evacuees. 
      
      Note: Physical distancing is not required during an emergency evacuation. The primary goal in an emergency situation shall always be to evacuate the building expeditiously and meet at a predesignated safe location outside the building.
   b. When providing updates about the emergency and evacuation to the Fire Chief on site, maintain appropriate physical distancing (at least 2 metres apart).
4. Encourage all floor wardens to provide an update about evacuations in their individual areas. (Cell phones, Walkie talkies are recommended where possible)
5. Refrain from touching your face after evacuating the building as you may have touched doors, handrails etc. Once permitted to re-enter the building, maintain your physical distance and wash your hands with soap and water for a minimum of 20 seconds.

Building Floor Wardens – Instructions

Building Floor Wardens are responsible for the following:

All Chan Front of House Staff and Production Management Staff will have completed floor warden training prior to an event. Training will logged in UBC SRS system.

1. Review wall mounted Emergency Procedure Key Plans to ensure all evacuation routes and Predesignated Meeting Areas are known and appropriately used.
2. Physical distancing is not required during an evacuation.
Note: Physical distancing is not required during an emergency evacuation. The primary goal in an emergency situation shall always be to evacuate the building expeditiously and meet at a predesignated safe location outside the building.

3. When all occupants have exited the building and met at the Predesignated Meeting Area, floor wardens are to provide instruction for all to maintain a 2-metre physical distance from each other.

4. When reporting the status of the evacuation to the Building Emergency Director, utilize electronic means of communication where possible to minimize in person-to-person conversations.

5. Refrain from touching your face after evacuating the building as you may have touched doors, handrails etc. Once permitted to re-enter the building, maintain your physical distance and wash or sanitize your hands before returning to your work area.

Building Occupants – Instructions

When evacuations are necessary for various emergencies outlined in this document, you must evacuate the building and follow the instructions of building floor wardens. Maintain appropriate physical distancing when gathering at the predesignated meeting area.

Note: Physical distancing is not required during an emergency evacuation. The primary goal in an emergency situation shall always be to evacuate the building expeditiously and meet at a predesignated safe location outside the building.

Refrain from touching your face after evacuating the building as you may have touched doors, handrails etc. If possible, sanitize your hands. Once permitted to re-enter the building, maintain your physical distance and wash your hands with soap and water before returning to your work area.

Persons Requiring Assistance

Persons Requiring Assistance (as identified by the process outlined in Appendix 5 of the BERP) who are not working from home and reporting to work as usual, should work with their Floor Warden and Building Emergency Director to develop a modified personal evacuation plan that incorporates physical distancing. If this is not feasible, a safe location that is away from the hazard should be identified so the individual can remain there until the Emergency responders can assist these persons.

Safe Locations

For personnel who are unable to evacuate the building, it is recommended that if a safe location in the building has been pre-identified in the BERP that the individual remain there until emergency responders can assist. If more than one person needs to remain in the safe location, maintain 2 metres distance or the maximum possible, where 2 metres is not feasible.

Fire Evacuation Drills

All fire drills are on hold for the year 2020. This decision has been made after consultation with the Vancouver Fire and Rescue Services. Building users are advised not to submit a fire drill service request until further notice.
COVID-19 Amendment- Emergency Procedures

UBC Safety & Risk Services

Do’s

✓ If fire alarm is ringing, promptly evacuate the building
   Note: Physical distancing is not required during evacuation
✓ Remain calm
✓ Meet at predesignated meeting area (Location identified on wall mounted Emergency Procedures maps)
✓ Physically distance (2 m) once you have evacuated from building
✓ Wash hands before re-entering workspace
✓ Follow instructions from emergency personnel

Don’ts

✗ Impede a prompt evacuation from building
✗ Panic
✗ Ignore alarm and direction from emergency personnel