



COVID-19 SAFETY MANUAL

SO... This year is a little weird...

These policies won't be around forever; but, until we have a vaccine for COVID-19, these rules must be followed by all members of Staff, and Artists. Don't worry! Linnea is going to be around to help and we will not be asking you to do anything that isn't safe. So, while theatre is looking different from how things normally are, don't stress, we are still going to have a fun year making all sorts of art. Just remember:

This year's motto is: Deep Breaths. Nothing is more important than you feeling safe while doing your job.

Reopening the theatre: PT Goals

1. Prevent the spread of COVID-19, and protect and reassure PT employees, patrons, and performers by taking into consideration:
 - a. the layout of public spaces;
 - b. the management of crowd size;
 - c. the implementation of hygiene and social distancing standards;
 - d. compliance with guidelines and with evolving directives from the BC government;
2. Ensure a smooth and coordinated startup of theatre operations; both in the office and on stage, in accordance with government's reopening strategies.
3. Train employees and inform patrons through clear communication of the guidelines put in place, by:
 - a. posting clear signage outlining the social distance protocols put in place by PT
 - b. posting our rules on our social media channels and keeping them up-to-date with any/all changes
 - c. with the purchase of tickets, emailing out an additional form outlining our rules
4. Position PT as a place of social change, as a site of well-being, and as an indicator of a progressive return to normalcy.

Measures being taken to achieve these goals:

1. Clear communication with patrons while selling tickets
 - a. Patrons will be made aware of the following rules, implemented at PT, at the time of purchasing a ticket:
 - i. Any households or groups already in close contact with one another should declare themselves as such when booking.
 - ii. Normal ticket refund policies remain in place (no refunds, exchange for a fee), EXCEPT if a person has a COVID-related reason for missing a show (they are ill, they are caring for someone who is ill, etc.), in which case we will issue full refunds or credits so that there is no incentive to come when sick.
 - iii. If we cancel a show due to a COVID-related issue, full refunds, credits, or donation transfers will be available at their discretion.
 - iv. Anyone found to be disrespecting physical distancing or otherwise not following hygiene requirements may be asked to leave for the safety of the other patrons, staff, and artists.
 - v. If a patron begins to experience any symptoms related to COVID-19 within three weeks of attending a show, they are asked to contact our box office staff and let us know.
 - b. Patrons must accept our new terms of service before the completion of any sale of a ticket, including the following declaration:
 - i. "I understand that PT has taken all reasonable measures, as directed by BC's COVID-19 public health advisories, to ensure that patrons will have a safe visit to the theatre. Pacific Theatre will make all reasonable efforts to communicate any relevant health news to me. As a PT patron, I understand that it is my responsibility to stay home if I, or any of my party, feel unwell, or am/are experiencing any elevated temperature or symptoms of illness. I understand that

it is my responsibility to contact PT if my/our health status changes within the three weeks following a visit to the theatre."

2. Control and measure the number of people in the space at any given time and their contact with our staff and artists, by:
 - a. Only allowing the sale of 50 tickets per performance max, this will change per show depending on the layout of the audience space needed for the show at the time.
 - b. Asking patrons to arrive 20 minutes before the show
 - i. Upon arrival, they will be asked to line up in two separate line-ups (N and S) on markers 2 metres apart, in order to help organize people as they enter the space
 - c. Adapting the ticket desk with the installation of Plexiglas or other material to minimize the risk of physical contact between staff and visitors. In addition, hand sanitizer will be made available for patrons who come to the box office.
 - d. Control the flow of people by ushering them straight from ticket pick-up to their seats.
 - i. The FOH Manager will wait by the doors to direct people to their seats. Sold seats will be labelled with the patron's name.
 - ii. There will be a recycling bin for people to drop their tickets into.
 - iii. There is now a strict "No Latecomers" policy to ensure that people enter the space safely and quietly.
 - e. Patrons will exit when the show is done through the loading doors of the theatre. We will ask that people only re-enter the lobby if they need to use the bathroom.
3. Health Standards to be applied with guidance from public health representative from the BC government:
 - a. Install Plexiglas protection for service counters
 - b. Hand Sanitizer at all high-contact points in the theatre including, but not limited to,
 - i. The entrance to the lobby
 - ii. At the box office counter
 - iii. At the concession stand (should we choose to have it out for use)
 - c. Increase the number of cleaning staff and the frequency of cleaning in public spaces
 - d. Provide personal protective equipment (PPE) to all employees, artists and patrons who enter the space
 - e. Management of symptomatic cases by establishing a protocol to follow in the event that COVID-19 symptoms are observed by either staff or an artist
4. Wayfinding within the theatre space, which will include the following:
 - a. Design routes with directional, one-way signage on the floor, and framed, posted signage in all spaces. With a focus on:
 - i. The one-way path to the bathroom
 1. Every night there will be an additional person located in the lobby to help the flow of people heading to the bathroom. They will ask people to line up in accordance with what bathroom they need and then send them one at a time when they see the person who was just there come back from the bathroom.
 - ii. The line for the ticketing counter
 - iii. The path in and out of the theatre

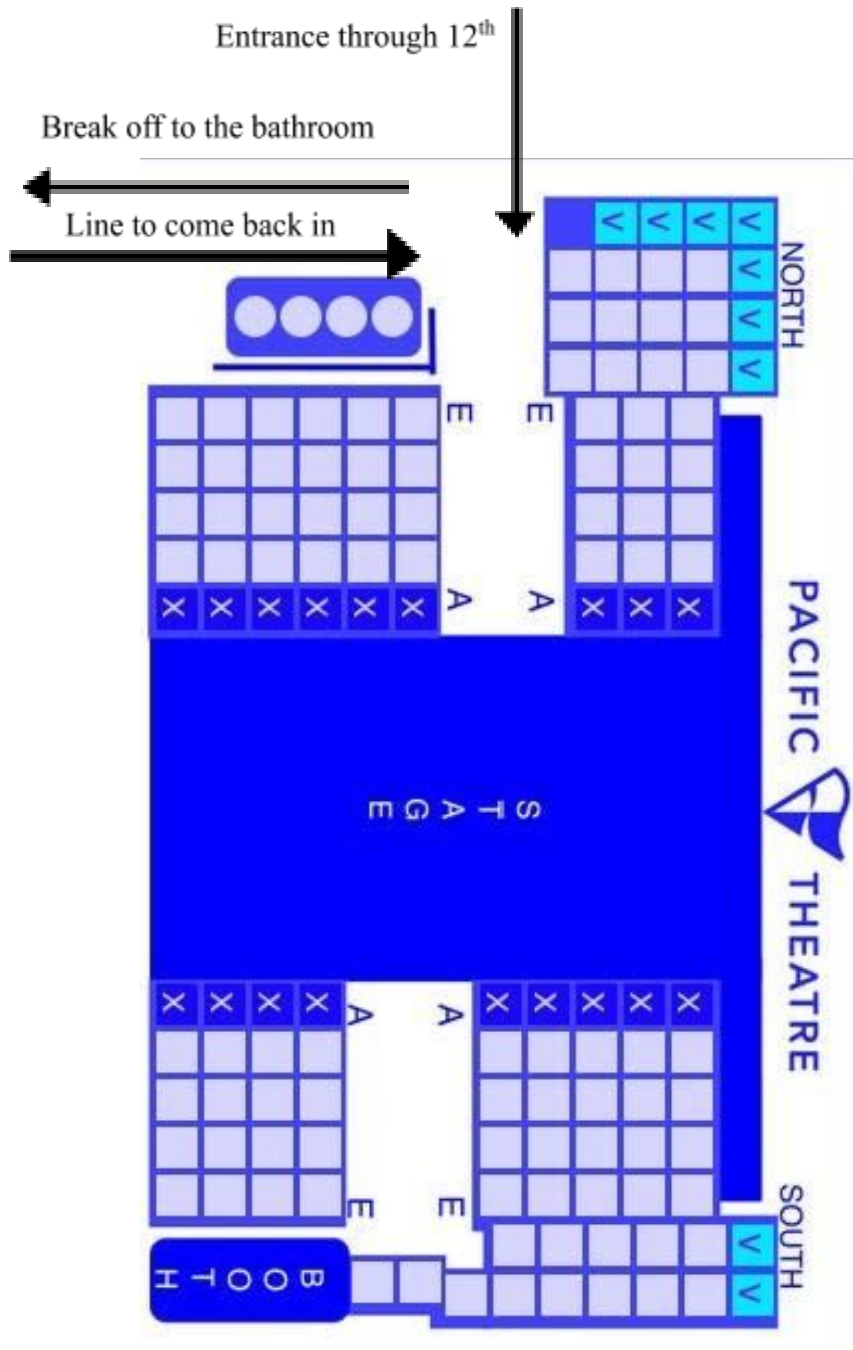
- b. Provide separate entrances and exits to avoid encounters.
- c. Install floor markers to indicate waiting or stopping areas (outside main entrances, at admission points, in lobby area, etc.).

5. Cleaning Guidelines and Schedule will include the following:

- a. The following high-touch areas will be cleaned at the start of each box office shift and at the end of each shift:
 - i. Box office counter
 - ii. All door handles (Both sets of lobby doors, theatre doors, bathroom doors)
 - iii. All arm rests within the theatre
 - iv. The countertops in the bathroom
 - v. The sink taps in the bathroom
 - vi. The toilet seats in the bathroom
- b. It is recommended that everything is first cleaned with soap and water and then disinfected using a EPA-approved disinfectant (a bleach and water solution works just fine) .
- c. All cleaning must be done while wearing gloves.
- d. The following places in the greenroom after each show will also be cleaned, following the same guidelines that have been listed above. The following surface in the greenroom should be cleaned;
 - i. The main dining table
 - ii. The makeup counter
 - iii. The sink
 - iv. Any chairs used during the evening

Floor Plan

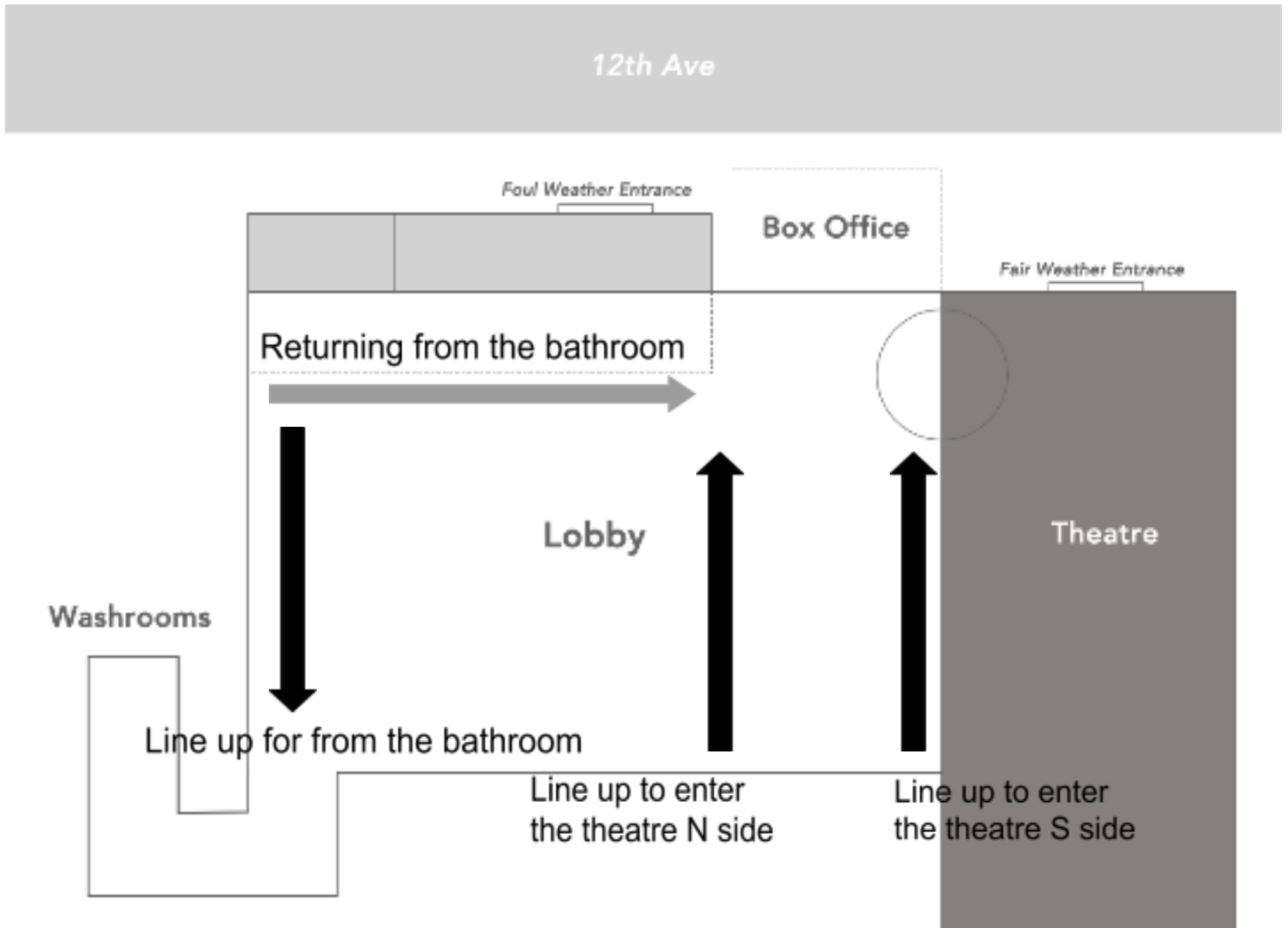
Before every performance we will take into account the weather and set up either to load in through the doors on 12th or through the lobby doors. This first example is for loading through the doors on 12th Ave.



Outside on 12th Avenue, we will be dividing the line for the North side and the South; this way, we can seat everyone on the south side first, and therefore keep congestion at a minimum. As patrons enter the space, there will be a FOH person who can help them to their seats and who can also control flow to the bathroom. We will only be sending one person to each of the bathrooms at a time. When they return, the next person can go. There will be separate lines for the men's and women's bathrooms.

At the end of the shows, patrons will exit via the doors that lead out to 12th Avenue, beginning with the North back row, and working across the theatre to the south back wall (exiting last). In the case of bad weather, when people will need to line up in the lobby, the diagram below shows what that system will look like. (It follows very much the same flow of traffic as entering through 12th does.)

FLOOR PLAN TWO



If the weather is truly terrible (ie Storming or snowing) We will have people line up in the lobby. The following layout is how the flow of traffic would be layed out if we had to load in through the theatre doors.

COVID-19 Guidelines for Artists engaging with Pacific Theatre

Modifications have been made to ensure the safety of all artists within Pacific Theatre. The following steps have been taken to ensure safety around Covid-19 by:

1. Offering training to stage managers/technical directors for the following:
 - a. Proper layout of the rehearsal hall to ensure 6 feet is maintained between every artist in the room. The Production manager will set up bubbles within the theatre for everyone.
 - b. Procedures for notifying staff/artists if an artist is sick/being tested. (See: What to do if someone is sick)
2. Ensuring rehearsal/tech calls are scheduled in a way that only the people who are required to be in the theatre are present.
3. Changed contracting policy. If staging will require the artist to work in close contact with others, they will be notified of this prior to signing a contract. If this was not agreed upon before signing, the artist has the right to refuse to work and an alternate arrangement must be found, without any penalty to the artist.
4. Ensuring all artists are wearing a mask at all times in the space, unless they are rehearsing on stage, where six feet is being maintained between themselves and other artists within the room.
5. Assigning individual bins for artists and technicians' personal items.
6. Space will be made in the greenroom for artists to use which will observe 6 feet of distance between artists.
7. Avoiding bottlenecks and pinch points where larger numbers of artists risk converging, with a focus on making sure backstage in our theatre is clear and safe. To help with this, we will stagger start and end times (where possible), and continually review space usage and entrances/exits.
8. Daily monitoring of artists. Before entering the space, we ask that all artists come to the office to get their temperature checked by either Jenn or Linnea. Anyone with a temperature of 38°C and above will be sent home immediately and requested to seek a COVID test as soon as possible.
9. The theatre will provide extra PPE in the rehearsal room and at Tech Calls.
10. Reducing or eliminating any sharing of items between artists (including, but not limited to, props, microphones, headsets, makeup, costumes, food, water bottles, cups, utensils)

Our COVID safety monitor is Jennifer Milley (Jennifer@pacifictheatre.org). All questions and concerns about compliance with this policy should be directed to her.

Every artist will receive this plan with their contract, so that they have ample opportunity for review before signing. Again, if they have any questions or concerns about this policy, or would like to discuss possible amendments/exceptions, they are encouraged to communicate directly with Jennifer (jennifer@pacifictheatre.org) during the negotiation process. Linnea Perry (linnea@pacifictheatre.org) is also on hand to answer any questions.

WHAT TO DO IF SOMEONE IS SICK

If someone (either a member of the office staff or an artist) is feeling unwell, the following steps will be taken:

1. It should be brought to a staff person's attention (ideally Jennifer) as soon as possible. If this occurs during working hours, (while the person feeling ill is already in the space) all staff and artists will be sent home immediately, and events scheduled for that day will be cancelled or postponed (including shows).
2. We would ask that the person who is feeling unwell goes and receives a COVID test.
3. If the result is positive for COVID 19, everyone in the office and all our engaged artists will be requested to seek testing. Jennifer will then notify BC Coastal Health, EQUITY, staff representatives at Holy Trinity church and the Granville Seniors Centre, and as directed by Coastal Health.