

Charles W. Stockey Centre for the Performing Arts Covid-19 Safety Plan Performance Hall & Events

Updated: September 10, 2020

Intro:

In an effort to maintain a safe and healthy environment for the patrons, artists, crews and staff, the following restrictions and measures have been implemented for the reopening of the Performance Hall and auxiliary rooms for use of in person events and gatherings.

This plan is to be reviewed regularly and adjusted as the restrictions and guidelines change as per direction from the Provincial Government and Ontario Public Health.

Standard of Care:

- The facility will be cleaned and sanitized a minimum of twice per day. Staff will be equipped with gloves, masks, face shields and the proper disinfectant to properly sanitize and disinfect the washrooms, Performance Hall, auxiliary rooms, lobby, Bobby Orr Hall of Fame, gift shop and high touch points.
- Cleaning Checklists will be completed after each clean, and the checklists will be filed in a binder for record keeping.
- All staff members will be trained on the new standard of care and restrictions prior to the facility opening. Ongoing and improved levels of care will be evaluated as needed.
- No more than two patrons or those within the same bubble may use the elevator at one time.

Signage/Communication:

- Internal and external signage and communications on COVID-19 protocols related to the facility and specific areas will be posted inside and outside the facility.
- Patrons will be greeted by the "Entrance Table" or staff ambassador that will outline the rules for visiting the facility, along with hand sanitization, masks available for patrons and a garbage bin to dispose of any outside gloves or used masks.
- Signage will be posted in the washrooms outlining the cleaning schedule for the facility.
- Signage reminding patrons to maintain the 2-meter distance from other patrons.
- Floor markings will be visible to remind patrons of the 2-meter distance.
- The COVID-19 Safety Reopening Plan will be posted and shared on our social media pages and website.
- Pre-ticketed event emails will be sent to attending patrons reminding them of the rules & regulations for attending such events, such as arrival times, self-screening form, and other FAQs.

HVAC System:

- The performance hall HVAC system was designed to move a high volume of air efficiently with fresh air entering through the vents surrounding the top of the hall, moving the air down to the exhaust air vents that surround the hall floor at ground level.

The system is adjustable to increase the fresh air mix as needed, including the ability to provide 100% fresh air only entering the space, without recycling exhaust air. Any air that does return into the space is also filtered by a two-stage filter wall and increased filter ratings are being implemented in consultation with our HVAC specialists. Other sanitization options are also being explored.

Contact Tracing:

As per the Ontario Public Health Unit, the following process has been approved with regards to Contact Tracing for a confirmed, positive case in the facility. Staff will continue to seek direction from Ontario Public Health Unit.

- Ticketed Events
 - No more *Walk-Up* patron accounts to be used. Every single ticket purchase needs to be under the patron's account. Staff will be requesting updated contact information for patrons during each purchase transaction over the phone and in-person.
- Non-Ticketed Events (such as meetings, celebratory showers, weddings)
 - Rentals – the Lessee will be required to complete and submit the Screening/Contact Tracing document provided to them prior to the event and submit the completed document to the Programming & Events Manager 24 hours prior to their event. Stockey Staff will retain the Contact Tracing document for 30 days after the event, at which time the document will be shredded. This document will only be provided to the Ontario Public Health Unit should it be required for contact tracing a positive case. The list will remain confidential and only accessible should it be requested by Ontario Public Health.

Patrons:

- Face coverings are required while inside the facility at all times.
- Patrons can enjoy their beverage or prepacked, purchased snacks while sitting in their assigned seats. No socializing/mingling while drinking/eating is permitted. This will be the only exception to removing their face covering. It must be put back on when eating/drinking is finished.
- Patrons will be asked to stay home should they be feeling unwell and a full refund will be provided. This information will be included in pre-event Communications. If an email address is provided in the patron's account, the preferred method of communication will be via email. For clients who do not have access to email or refuse to provide this information, a phone call will be placed prior to the event. When receiving an email from a patron, it is imperative that our anti-spam legislation policy is communicated to them. They will be receiving pre-show emails from us for the purposes of COVID-19 safety measures and they may unsubscribe at any time from the emails. However, should they unsubscribe, a telephone call will be placed in its stead.
- Patrons will be required to accept the terms & conditions prior to confirming their ticket purchase. The terms & conditions outline physical distancing measures, face coverings, bar/hospitality process and other important event information. The terms & conditions will be posted at the Box Office and on website.

Performance Hall:

- The current reduced capacity for indoor events is 50 people, not including staff, performers and volunteers. This applies for both theatre style and cabaret style events.
- Artists and performers will be required to practice physical distancing while on stage. Face coverings are not required while performing on stage but must be worn backstage for set up and rehearsals.
- Plexiglass barriers will be provided to performers as per the guidelines from Ontario Public Health.
- Backstage crews are required to complete the Screening/Contact Tracing Document that will be provided to the group prior to their arrival at the Stockey Centre.
- For ticketing, bubbles of up to 6 people can be seated together. One ticket purchaser must buy for the whole bubble rather than each portion of the bubble purchasing individually to ensure the bubble is from the same group.
- No intermissions or scheduled breaks are permitted during an event. This is to reduce the amount of traffic in and out of the Hall. Patrons can use the washrooms throughout the event, as needed.
- Each event will be evaluated individually.

Volunteers:

- All volunteers will be required to complete the new COVID-19 safety training prior to resuming their volunteer duties.
- All volunteers will be required to wear a face covering while inside facility.
- Volunteers will no longer be required to wear Volunteer Vests. They will continue to wear a white shirt and black bottoms with a name tag identifying them as a volunteer.

Tech:

- Enhanced measures and protocols will be observed while backstage/back of house. These rules and regulations will be provided to the applicable persons prior to arriving on site. The enhanced rules and regulations cover physical distancing, proper entry and egress into/out of the facility, dressing rooms and green room guidelines as well as other important information regarding hospitality and proper cleaning and sanitization of shared equipment.

Hospitality/Bar:

- Food & drinks can only be consumed when patrons are sitting in their assigned seats. No eating or drinking is permitted in the lobby during an event. This applies to workshops, showers, meetings, live events, etc.
- Bar will be available at most events, as will prepackaged/prepared snacks such as bagged popcorn during movies.
- Signage will be posted at the bar reminding patrons that consumption of food or beverages can only occur while sitting at their assigned seats.
- Any patron who refuses to follow the safety rules from when to remove masks will be asked to leave the facility. A refund for their ticket purchase to the event will not be provided in this circumstance.

- For Stockey Centre presents events, artist hospitality rider will receive bottle water only and meal buy outs. Artists/performers will be required to purchase their own meals while at the facility.

Patio:

- Patio events are permitted with table seating.
- Patio tables will be set up for events and be a minimum of 2 metres apart.
- Entrance to the patio will be through the main Lobby doors and straight to the Patio.
- Exit will be through the sliding glass doors into the facility and then to the exit door in the Lobby.
- Barriers between the audience and the performer are required.

Rental Events:

- All events or gatherings that rent the facility will be required to complete the COVID-19 Safety Plan template prior to the event taking place. The purpose of this template is to allow the Lessee to adequately plan and prepare their event while adhering to the guidelines and restrictions in place.
- A separate document for rental inquiries will outline the rules & regulations on how to safely host an event in the facility.
- For auxiliary room rentals, staff will not enter the rented room until the completion of the event to clean once all rental attendees have departed the facility.