



**VERNON & DISTRICT
PERFORMING
ARTS CENTRE
SOCIETY**

Vernon & District Performing Arts Centre Society
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COVID-19 WORKPLACE SAFETY PROTOCOLS

Vernon & District Performing Arts Centre

Abstract

Risk Assessment, Protocols & Procedures for the Safe Operation of the
Vernon & District Performing Arts Centre (VDPAC) as a Workplace &
Host Facility for Performances & Events during Public Gathering Limits

Last Updated: September 1, 2021

vdpac.ca



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COVID-19 Workplace Safety Plan

In keeping with Performing Arts industry guidelines posted by WorkSafe BC and on behalf of the industry by ActSafe BC, this document details the VDPAC's safety plan. This document outlines specific policies, protocols and procedures to be adhered to by all staff, volunteers, artists, contractors and guests at the VDPAC for the duration of the Province's Public Health Orders and restrictions on "indoor public gatherings" resulting from the COVID-19 pandemic.

Article I. Orders from the Provincial Health Officer and Interior Health

As of August 20, 2021, all events with an audience are restricted by order of Interior Health's Interim Chief Medical Health Officer. All potential renters are required to submit an event safety plan for review to determine whether or not an event is permissible before formalising any rental agreement.

This COVID-19 Workplace Safety Plan is posted on the Society's vdpac.ca website and is readily available for review by staff, required contractors, service-providers and the public.

Upon request, a copy of VDPAC's COVID-19 Workplace Safety Plan is available to WorkSafe BC, local Public Health, Interior Health, Regional district of North Okanagan (RDNO) and City of Vernon representatives.

Article II. Completed Risk Assessment

In preparation of this document, a comprehensive risk assessment, both as a workplace and as a public event facility, was conducted by VDPAC staff to identify the following:

- Areas where people gather ([Appendix A](#))
- Tasks requiring workers to be in close proximity or to members of the public ([Appendix B](#))
- Tools, machinery, and technical production equipment that are shared ([Appendix C](#))
- High touch surfaces - items or surfaces that are touched often by different people ([Appendix D](#))
- Maximum safe distancing limits for each room in the facility ([Appendix E](#))
- Health and safety considerations specifically for volunteers ([Appendix F](#))
- Compliant, safe socially distanced seating plan options for both the main auditorium and MFH Studio ([Appendix G](#))



Article III. General Policies to Reduce Risks

Section 3.01 Symptoms or Illness at the Workplace and Public Health Directives

Anyone who has experienced COVID-19 symptoms during the previous 14 days will NOT be allowed to enter the workplace. This includes staff, contractors, officials, volunteers, artists and patrons.

Symptoms of COVID-19 include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headaches. Anyone who has been directed by Public Health for any of the following, will NOT be allowed to enter the workplace for the duration of their isolation period (14 days), including:

- Anyone told directly by Public Health to self-isolate;
- Anyone who has traveled outside of Canada within the past 14 days, and
- Anyone who has had direct contact with a known case of COVID-19 in the past 14 days

Signage is posted outside all points of public entry to communicate these restrictions to patrons. Staff members have been alerted to this requirement during training.

Any staff member who becomes sick or begins to experience symptoms of COVID-19 while in the workplace, even if symptoms are mild, will be required to:

- Immediately stop working and safely alert their immediate supervisor (i.e. by phone, text or email)
- Wash hands thoroughly
- Protect others by putting on a mask
- Remain in an isolated location while arrangements are made to leave the workplace and for testing
- Compile a list of all persons in the workplace having been in immediate and recent contact to enable contact tracing
- Custodial staff will be alerted to immediately and safely clean and disinfect all related areas, touch surfaces and isolation space contacted, as identified by the affected individual
- The affected individual will then safely leave the workplace to self-isolate and arrange for COVID-19 testing, remaining isolated until test results are known
- Should the staff member officially test positive for COVID-19, all staff will be alerted, including those identified on the immediate/recent contact list
- Custodial staff will then activate the deep-cleaning protocol for all related contacted areas
- Those staff or individuals having been in immediate or recent contact with the affected staff member will then be required to self-isolate, monitor for symptoms, request their own test and keep senior staff informed of their health status

Any technical staff, front-of-house, production team or volunteer who becomes ill during a performance or onsite event will follow the same safety protocols and other team members not having been in close contact will attempt to fulfill that individual's role. Any affected areas will be immediately disinfected, or safely cordoned-off to protect other team members, participants and/or those limited public in attendance (when audiences are permitted again).



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If it is not possible to safely isolate the individual, clean or cordon contacted areas during the event, the activity will be immediately suspended and re-scheduled for a later date.

Section 3.02 Visitors

Non-essential visitors (i.e. anyone not currently working, attending an event, or invited to be onsite for business or facility maintenance purposes) are restricted. Whenever possible, business meetings with people from outside the VDPAC will be held virtually, by telephone, or, when face-to-face is required, will be pre-scheduled and held in an appropriate, specific onsite location that allows for social distancing (2m) and minimizes entry into multiple areas of the facility. These locations will receive extra cleaning immediately before and after such meetings.

All visitors entering the facility are required to sign-in and sign-out using the contact tracing forms provided at primary staff and stage door entrances.

Section 3.03 Distancing Requirement

Event participants must be provided with an environment where they can maintain a distance of 2m from one another, if they are not seated. Performers on stage must maintain 3m of physical distance from other performers, patrons and venue staff.

Section 3.04 Occupancy Limits

The maximum indoor occupancy as per the MHO as of August 20, 2021 is 50 persons, excluding any event staff. Occupancy limits for specific areas within the VDPAC are listed in [Appendix E: Occupancy Limits by Room](#).

Section 3.05 Face-Covering Requirement

Face coverings must be worn by anyone in attendance who is not performing onstage. If performers cannot maintain 3m of physical distance at all times while onstage, they must wear a face covering. A face covering means a medical mask, non-medical mask, or a tightly woven fabric that covers the nose and mouth of the person wearing it. Face shields are not a suitable alternative.

Section 3.06 Handwashing Protocol

Handwashing posters have been posted at all sinks throughout the facility to encourage proper handwashing practices.

All staff must wash their hands when they arrive at the workplace and throughout the day, especially before and after the following:

- Taking a break (using water coolers, coffee machine, utensils, dishwasher, dishware, microwave)
- Using the washroom
- Handling cash or other shared public items and touch surfaces



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- Handling personal items (phones, bags, etc.)
- Using shared tools, office (photocopier/printer and technical equipment)
- Handling masks or other PPE

Section 3.07 Hand Sanitizer Protocol

Hand sanitizer stations, for use by all staff and guests entering the facility, have been placed at all frequently used exterior doors (Main public and MFH studio entrances, stage door and volunteer door), as well as at various common use locations throughout the facility:

- Main foyer
- Ticket Seller box office
- Washrooms (5)
- Administration Office
- Photocopier/Printer area
- Light and Sound Booth
- Backstage (Stage-Left, Stage-Right)
- Dressing Rooms (4)
- Green Room and Kitchen
- Loading Bay
- Balcony foyer and washrooms (2)

Staff are encouraged to use the supplied disinfectant dispensers to regularly disinfect their workspace, specifically frequently touched objects, devices and surfaces.

Section 3.08 Elevator

The main foyer elevator will be available to mobility-challenged patrons and event participants, but loaded and simple operating instructions provided by a trained volunteer only during events; and only by VDPAC staff during workplace hours. Common touchpoints including the gate and operating controls will be sanitized regularly.

Article IV. Cleaning Protocols

Section 4.01 Janitorial

Deep cleaning of all accessible spaces is routinely conducted throughout the facility, including auditorium seating, washrooms, carpeting and all common surfaces during VDPAC's closure to public events. The Building Maintenance Supervisor and custodial staff maintain a detailed daily cleaning schedule and with technical staff, conduct a detailed annual, 1-month maintenance shutdown with a comprehensive checklist of repairs and extensive cleaning protocols to ensure staff, volunteer, artist, and public safety.



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Section 4.02 General Cleaning and High-Touch Areas

Facility-wide “touch maps” have been created and added to daily cleaning tracking sheets, (see Appendix D). On non-event days, regular cleaning will be completed on an ‘as-used’ basis. Staff working onsite are responsible for cleaning their workstations after every shift and any high-touch areas in rooms that they enter and use. Cleaning is documented on the tracking sheet provided.

Section 4.03 During Events

For each public event, a full clean, including disinfecting of all high-touch areas, will be completed prior to the event; a high-touch clean and washroom cleaning will be conducted during the first-half of the event, (for those events with an intermission); and another full clean of public and performer areas will be completed immediately following the event.

For “no audience” events, a full clean of the VDPAC areas to be used, (i.e. stage, MFH studio, Green Room, main foyer, etc), will be completed prior to the event and immediately after the event.

Section 4.04 Theatre and General Equipment

After use, equipment will be cleaned and disinfected before being put away or used by a new performer. During movement of equipment, tech staff and backstage volunteers will follow the “shared use items” protocol:

- Wash and/or sanitize hands before beginning
- Disinfect any surfaces that are easily accessible to disinfect and do not require special consideration (i.e., handles, etc., not cables/electronics)
- Wash and/or sanitize hands when finished

Article V. Staff and Volunteer Protocols

Section 5.01 Personal Self-Care

All staff working or coming onsite and event volunteers are required to sign-in and follow general rules for self-care (See [Section 3.01](#) and following) to minimize their personal risk of exposure and their risk of exposing others, including avoiding contact (i.e. handshakes) with people outside their household, practising good hygiene, (e.g. frequent handwashing, cough/sneeze into elbow), maintaining a clean work environment, staying home when feeling ill, maintaining 2m physical distance as much as possible, and using appropriate personal protective equipment (PPE) when maintaining physical distance is not possible (non-medical grade face mask, plexiglass barriers, etc.).

Increased Vulnerability

Individuals with increased vulnerability, (i.e. Over 60 years of age, underlying chronic medical conditions, and/or compromised immune systems), will be advised to consider taking extra precautions, including postponing a return to work or volunteering without punitive consequences.



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Section 5.02 Communication and Training Plan

All staff and volunteers have undertaken training sessions that include information about COVID-19 symptoms and all protocols, policies and procedures outlined in this Safety Plan.

- All staff and volunteers have access to this Safety Plan, including policies on working remotely, onsite at VDPAC and staying home when feeling ill
- A designated, trained Safety Person, well-versed in this Safety Plan's protocols will be assigned to each shift for a scheduled limited performance, activity or event involving guests to the facility that will be in charge of ensuring these safety protocols are carried out
- All staff and volunteers are networked by dedicated email and/or social media networks routinely used to promote training sessions, added protocols, changes to procedures and for regular updates on VDPAC operations and activities
- The following signage is posted throughout the VDPAC workplace:
 - Social Distance or Wear a Mask
 - Do Not Enter if you are sick
 - Handwashing Hygiene
 - Cover coughs and sneezes
- VDPAC's complete Safety Plan, as well as excerpted protocols specifically for public patrons and for guest artists or presenters, will be made available on the Society's vdpac.ca and ticketseller.ca box office websites and promoted through area media to assure all guests to the facility that best practices are being followed to ensure their safety

Section 5.03 First Aid

All VDPAC staff have First Aid certification and have been provided with the *Occupational First Aid Attendants* protocols to be followed during the COVID-19 pandemic:

- Certified VDPAC staff will assess the situation: If symptoms are immediately serious (i.e. difficulty breathing, chest pains), call 911
- If symptoms are mild to moderate, staff will report the situation to the supervising staff member and the affected staff member will be isolated in a secure, unused area to monitor symptoms while arrangements are made for the affected staff member to safely leave the workplace
- During that time, if possible, the affected staff member will be asked to compile a contact list of other staff and/or volunteers they have been in immediate contact with, as well as to identify any touch surfaces, or shared equipment and other items
- Any such staff or volunteers having been in contact will be immediately alerted to sanitize and may be excused to self-isolate and monitor for symptoms
- The supervising staff member, or designated Safety Person, may use the BCCDC self-assessment tool or call HealthLink BC at 811 for information or additional direction (see "Staff Resource Sheet" for links and additional information)



- The supervisor or Safety Person will then ensure the scheduled custodial staff completes an immediate deep-clean, disinfecting any and all surfaces, tools, equipment, etc. that the affected staff member had contact with

Article VI. Performance and Event Protocols

Section 6.01 Performers, Including Actors, Dancers and Musicians

As a public performing arts rental facility, the VDPAC will assess:

- Alternative methods for performance that require close contact between ensemble performers will be explored with the performers for risk assessment. Protocols will be previewed with visiting groups well in advance of proposed booking dates for performances with sequences requiring closeness or intimacy over extended periods. Performers will have the right to refuse close contact with others, such as hugging, kissing and physical stunts requiring close contact. Prospective visiting groups will then decide whether to proceed with performances or events required to be in full compliance with Public Health orders and VDPAC's Safety Plan
- Singing or playing wind instruments creates a greater risk of dispersion of airborne droplets from each wind instrumentalist or singer due to higher intensity breathing and participant movement. Wind instrumentalists and singers must maintain 3m of physical distance or utilize a physical barrier
- Depending on the genre and scope of the performance or event, performers' areas may be marked onstage or in alternate performance areas to ensure each performer or musician can maintain physical distancing from others, including technical and backstage staff
- Whenever possible, technicians, performers and/or musicians will be required to put on and adjust their own headphones, in-ear monitor, microphone, etc. to ensure safe physical distancing is maintained and use of equipment for post-event quarantine and cleaning can be tracked by VDPAC technical staff
- Performers and musicians will be responsible for their own props, costumes, personal items and/or instruments and cases and will not be handled by VDPAC technical staff or backstage volunteers
- Instructional activities, residencies and rehearsal sessions will be closed to the public onsite except for direct participants and essential VDPAC technical and custodial staff, as required
- Only essential technical and backstage staff will be assigned to safely support any ensemble and/or solo performances or events, including backstage, hospitality and dressing room areas

Costumes, Wardrobe, Hair and Makeup Services

Guest artists and performers, in advance, will be referred to current WorkSafe BC guidelines for motion picture and television production for added safety protocols for costumes, wardrobe, hair and makeup services. Guest performers will be directly responsible for safe handling of wardrobe, hair and makeup supplies.

- Small Dressing Rooms B & C will be restricted to single occupancy--unless performers are members of the same household
- Large Dressing Rooms A & D will be marked for physical distancing with occupancy limits posted. Barriers may be installed as required (2m's between stations)



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- Face coverings are mandatory backstage. A face covering must meet the requirements specified in [Section 3.05](#) of this document. If a performer does not have a suitable face covering, VDPAC staff will provide a replacement

Prior to arrival at the VDPAC

The following protocols and procedures will be provided to all artists:

- 1.) Artists and all production personnel must complete a health questionnaire before arriving:
 - Anyone who has had COVID-19 symptoms in the last 14 days must self-isolate at home, (Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache)
 - Anyone under the direction of the PHO to self-isolate must follow those instructions
 - Anyone who has returned from outside of Canada, or who has been in contact with a confirmed COVID-19 case, is required to self-isolate for 14 days and monitor for symptoms

Artists who have been exposed to anyone confirmed to have COVID-19, or to anyone with possible symptoms of COVID-19, will be advised to call HealthLink BC at 811 for an assessment regarding immediate testing and to determine any other necessary next steps.

Artists will be required to provide VDPAC technical staff with completed health questionnaires for all performers and production personnel to be onsite for the performance(s) or event.

- 2.) Entering the VDPAC facility:
 - Entry will be through the secure Stage Door entrance
 - Text upon arrival for the Artistic Director or Technical Director to permit entry
 - Sign in/out upon arrival and departure at the Stage Door station provided
 - Performers and production crew members will be briefed on load-in procedures and guided by VDPAC technical staff to load-in areas for equipment and assigned dressing rooms
 - Wash and sanitize hands upon load-in to designated dressing room
 - Dressing room washrooms are provided for use by performers and production crew only
 - While VDPAC food services are suspended, performers will be responsible for their own meals
 - Onsite storage of performers' food must be pre-arranged with VDPAC's Food and Beverage Services Manager prior to arrival
 - Performers and production crew are advised to leave all personal items in their secure, designated dressing room while onsite.
- 3.) While onsite at the VDPAC:
 - Performers and guest production crew will be required to wash their hands and put-on masks before entering the stage or performance area
 - VDPAC technical staff will be masked and maintain a 2m distance from guest performers while assisting with technical equipment and stage set-ups
 - Performers and production crew will be required to wash/sanitize their hands at regular intervals
 - Performers and production crew will be responsible for their own equipment, instruments, cases and any other items required for their individual performance, or presentation once



unloaded and set-up according to pre-supplied stage plans and under the supervision of VDPAC technical staff

- Performers will be required to wash and/or sanitize hands once finished with set-up and to observe all VDPAC safety protocols when moving throughout the backstage, hospitality and dressing room areas for the duration of being onsite

Section 6.02 Production and Back of House

(a) General Backstage Guidelines

VDPAC technical staff will organize any equipment and set-up that needs to occur prior to the arrival of the guest performers to minimize time spent in shared spaces (i.e., backstage, equipment room, technical booth, loading bay, technical office, etc.).

Production equipment, onstage seating and performance or activity-related items will be pre-cleaned prior to the arrival of guest artists or presenters.

Social Distancing will be practised at all times for all performers, production crew and other backstage personnel while inside the facility. The only exception will be to allow members of the same household to stay together. For safety, masks will be required for all performers, production crew and VDPAC technical staff during the load-in and any added stage set-ups following arrival of the guest artists.

(b) Handwashing Guidelines

All performers, production crew and other backstage personnel are expected to follow these guidelines for washing and/or sanitizing their hands while utilizing the facility:

- **Before** entering and **After** leaving the facility
- **After** touching one's eyes, nose, mouth, or face
- **Before** and **After** touching shared tools and equipment
- **Before** and **After** preparing and eating food
- **Before** and **After** administering First Aid (in any capacity)
- **After** blowing one's nose, coughing or sneezing
- **After** using the washroom

Hand sanitizer stations will also be provided on both Stage-Left and Stage-Right for guest performers and production crew.

(c) Tech Booth (Lighting and Sound) – Main Auditorium

The tech booth will be restricted to VDPAC tech staff only, whenever possible. In the event that a guest performing group requires direct use of the tech booth, protocols specific to the demands of the performance or event will be developed in advance between VDPAC's Technical Director and the group to minimize shared time in the tech booth (i.e. VDPAC staff and visiting group), numbers of people in the booth, (i.e. If training needed, VDPAC staff to train one person, not multiple people) and booth cleaning protocols for guest users.



(d) Shared Item Usage Protocol

(i) *Shared by Staff*

As much as possible, VDPAC staff will have their own set of tools to use throughout the day. When using shared tools, equipment and/or machinery, staff should:

- Wash hands
- After using item, clean and disinfect touch points on item (e.g. handles, buttons, etc)
- Wash hands

(ii) *Guest Performers' Items*

Unless agreed in advance, VDPAC tech staff and backstage volunteers will not assist guest performers with loading/unloading equipment, setting up or striking a set. If specially requested and approved by VDPAC's Rentals Coordinator, technical staff may assist the guest performers and/or production crew using the following guidelines:

- VDPAC tech staff will ensure everyone washes their hands before starting
- Tech staff will maintain a 2m distance from guest performers and/or production crew while assisting. Use of face coverings by both VDPAC tech staff and guest performers and/or production crew will be required during load-in to the stage and set-up
- Wash/sanitize hands at regular intervals
- Guest performers and/or production crew will be responsible for setting-up and cleaning or disinfecting any personal equipment, instrument cases or other performance-required items once unloaded/set-up onstage
- Wash/sanitize hands once finished
- VDPAC tech staff may observe and address common touch or hard surfaces that require cleaning following set-up and prior to performance.

(e) Set-up and Strike Guidelines

These are general guidelines and subject to change to meet the requirements of different performances or events. The overall goal of these guidelines is to minimize exposure/contact between VDPAC tech staff and backstage crew and guest performers, production crew and their respective equipment:

- For Set-up: Whenever possible, VDPAC staff will avoid touching client items and equipment
- Guest performers and production crew will be expected to handle their own gear for load-in and set-up without VDPAC tech staff assistance
- If VDPAC tech staff is required to assist for larger/heavier items, they will adhere to the Backstage General and Handwashing Guidelines above and minimize their time involved as much as possible
- After all guest performer's gear is placed, VDPAC tech staff will place pre-cleaned VDPAC equipment (microphones, monitors, cables, etc.) as required
- Guest performers and crew will be expected to avoid touching VDPAC items and equipment as much as possible, (such as mic stands, guitar amps, riser decks, etc.), although by pre-arrangement with VDPAC tech staff, some guest performers and crew will need to frequently or fully interact with some of these items



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- For Strike: Guest production crew will be required to begin removing belongings from the Dressing Rooms and Green Room while VDPAC tech staff dismantle and remove VDPAC equipment to the designated equipment quarantine area
- Once VDPAC equipment is removed, the guest production crew will be able to remove their equipment
- Load-Out will follow the same procedures as Load-In
- Following Load-Out, VDPAC tech staff will sanitize all equipment used during the event as well as the stage or other performance area floor
- VDPAC custodial staff will be directed to sanitize all areas used by the guest performers and production crew

(f) Rehearsal and Show Guidelines

VDPAC tech staff will minimize their time onstage while guest performers are present to reduce exposure between parties. When required to be onstage, will adhere to all of the above guidelines.

If a guest production crew needs to utilize VDPAC equipment (i.e., Consoles), the guest client will be expected to wash/sanitize their hands and wear the appropriate PPE (face covering) while working with VDPAC equipment.

Section 6.03 Patrons and Front of House

(a) Box Office PPE and Protocols

A plexiglass shield has been added to the VDPAC's Ticket Seller (box office) counter. This shield is included in the high-touch cleaning protocol. Whenever possible, patrons will be encouraged to purchase tickets online in advance:

(i) Payments

For cash payments, ticket agent staff must wash/sanitize hands after completing each transaction. For debit or credit card payments, ticket agent staff must wash/sanitize hands after completing the transaction, as well as disinfect the POS payment machine.

(ii) Contact Tracing

All online and in-person ticket purchase adds to their account, or creates a new box office account, including the patron's name, contact information, date and seating assignment for all patrons attending an event. Attendance is confirmed when tickets are scanned onsite. This information remains permanently and securely in the box office patron database and is immediately retrievable.

Names and contact information will be collected from all attendees of unticketed events.

Contact information will be readily available to Public Health officials for contact tracing, if requested.

(b) Entering the Facility and Touchless Ticket-Scanning

Live events will initially be limited to the PHO-compliant, 50-person patron maximum. Advance event promotions will encourage patrons to purchase tickets online in advance, if possible, and to wear a mask—which remains optional unless subsequently required by new Public Health orders. Patrons will also receive direct communication in advance of the event highlighting attendance protocols, as follows:



- Ground and floor markers have been installed to indicate 2m social distancing leading up to and through main entrance doors, up the main foyer steps to help direct patron traffic
- Access to the facility will be limited to the Left and Right main entrance doors, (the centre main door will remain closed but unlocked), which will be opened 45-minutes prior to the event to eliminate the need for patrons to operate doorways (i.e., Door handles)
- Mobility-challenged patrons and their attendant may use the exterior ramp and dedicated automatic entrance door at the extreme Right; and the interior ramp, or the elevator (See [Section 3.08](#) for elevator operation) to access the main foyer
- Advance Ticketholders will be granted direct, physically distanced entry through the Left-hand main entrance doors
- For ticket sales immediately prior to event, patrons will be directed to access the box office through the Right-hand main entrance doors. Floor markings will delineate safe distancing for any box office lineups
- Masked VDPAC volunteers will regulate the rate of patrons' entry to ensure safe physical distancing
- The auditorium, or MFH studio, will open at the same time as the main foyer to give patrons the option to move directly to their pre-assigned seats
- Patrons will access the main foyer by the Left- or Right-hand foyer steps, (the centre steps will remain closed to maintain safe physical distancing)
- Touchless Ticket-scanning: Masked VDPAC volunteer ticket-takers will be positioned at the top of the Left and Right foyer steps to electronically scan all tickets before patrons enter the main foyer. Masks will be made available to patrons upon request
- Hand sanitizing stations: All Patrons must sanitize hands upon entering the main foyer, prior to accessing seating in the auditorium, or MFH studio, (See [Section 6.03e](#))

(c) Main Foyer

Standing tables will be positioned at appropriate locations throughout the main foyer to help define and maintain 2m distance between household groups. Foyer dimensions and capacity allows for 50 patrons at the recommended 5m² around individuals or cohort pairs to maintain safe distancing.

(d) Bar and Concession

The following protocols are in place for Bar and Concession services:

- All Front-Of-House (FOH), Food and Beverage (F&B) staff and volunteers have participated in specialized safety protocols training
- F&B workers will be required to wear VDPAC-supplied, non-medical masks and gloves in addition to their pre-existing Food Safe and Serving It Right (SIR) training and certification.
- A plexiglass barrier has been added at the central Orders/Payment kiosk
- Stanchions and signage clearly define line-up flow with floor markers to enforce 2m physical distancing. Bar patrons will order, pay and flow to the Right; Concession patrons will order, pay and flow to the left
- Payments by POS debit or credit cards will be encouraged. Dedicated F&B cashier(s) will place the POS terminal on the counter for the patron to tap or insert to minimize person-to-person contact. The POS terminal will be protected and sanitized after each transaction
- F&B workers will be assigned specific duties to maintain separation. F&B orders will be placed on the counter for patrons; F&B workers will then step-back for order pick-up



- Counters will be cleaned between customer orders
- Displayed Bar and Concession products will not be within reach of patrons
- There will be no self-serve stations for coffee, tea or water. F&B workers will provide single serve portions to patrons upon request, placing items on the counter
- Clearly defined central locations will be provided for patrons' return of used drinkware or dishes. All cleaning will be conducted immediately after the Bar and Concession is closed

(i) *London Bar Operations*

For public events with an Intermission, patrons may pre-order and pay for beverages in advance and will be issued pre-sanitized numbered claim chips to redeem for their order at Intermission at the corresponding Red or Blue London Bar stations located at opposite ends of the main foyer to separate and minimize patron traffic:

- F&B London Bar workers will be masked and wear gloves
- Floor markers leading to each London Bar station and signage will control physical distancing for order pick-up by patrons
- F&B London Bar workers will collect claim chips in a dedicated receptacle for re-cleaning following the Intermission
- Patrons will return used drinkware to the centrally designated location prior to re-entering the auditorium or MFH studio for the event's second-half
- All cleaning will be conducted during the second-half immediately after the Bar and Concession is closed.

(e) *Auditorium and MFH Studio Seating*

Continental seating (no centre aisle) will be assigned to only those designated on Ticket Seller's online event seating maps (ticketseller.ca) that automatically shifts surrounding seat availability to allow for the minimum 2m physical distancing between single, pairs or household group patrons. All live performances or events will be limited to 50 patrons in compliance with current PHO.

(i) *Entry Into/Exit From the Auditorium*

- Auditorium access is by 4 House Left and 4 House Right double entrance/exit doors identified on each patron's ticket
- Entrance/Exit doors will be staffed by VDPAC's trained volunteer ushers, who will wear non-medical masks and will be responsible for operating all doorways (i.e., door pulls)
- FOH staff and volunteers will direct patrons at pinch points (hallway entrances/exits) to maintain physical distancing and so as not to inadvertently block entry/exit points
- VDPAC volunteer ushers will guide patrons to their assigned seats and will remain positioned next to doorways inside the auditorium to assist with patron exits
- VDPAC staff/volunteers will prop open auditorium doors preshow, during intermission and post-show. Auditorium door handles will be sanitized between every performance
- Exit Procedures: Verbal instructions will be given prior to the performance to point out exits and to maintain 2m distancing between groups when exiting the auditorium
- Patron egress will be ordered by those nearest the exit first, both at intermission, if applicable, and following the performance



- Immediately following the performance or event and departure of all patrons, post-event cleaning of all entrances/exits, foyer areas and auditorium seating will be completed.

(ii) Entry Into / Exit from the MFH Studio

Seating for performances or events in VDPAC's MFH Studio will be specific to the performance or event-type and strictly limited to maintain social distancing. Specific seating maps will be provided for online advance purchases or event registrations, when applicable.

Depending on the nature of the MFH Studio activity or event, patrons and event participants will enter either through the exterior MFH doors, or through VDPAC's main entrance observing safe 2m distancing:

- Ticketed and Pre-Registration events: Patrons and participants will enter the facility and proceed through touchless ticket-scanning, (See Section 6.03 b.) and will be directed by FOH staff or volunteers to the interior MFH Studio entrance where they will be ushered to their pre-selected seats; or receive additional instruction as event participants
- FOH Staff/volunteers will wear non-medical masks and operate all interior doors
- If the performance or event allows Bar and Concession service, patrons may be permitted to socially distance in the main foyer prior to the performance and will be prompted when to enter the MFH Studio
- Exits: Verbal instructions will be given by VDPAC staff prior to the event to point out exit procedures and remind guests to maintain 2m distancing
- Patrons and participants will exit the MFH Studio and the facility by the MFH foyer and exterior doors
- Immediately following the performance or event and departure of all patrons, post-event cleaning of all entrances/exits, foyer areas and auditorium seating will be completed.

(f) Violence Prevention

Due to the extra safety precautions during the COVID-19 pandemic, there is a potential risk of conflicts as patrons adapt to unfamiliar protocols; or when they feel others are not following these new procedures. VDPAC staff and volunteers will be alerted to the potential risk of problem situations as part of conflict resolution training to help mitigate such risks.

FOH management staff have the authority to deny access or remove unruly patrons or event participants to first attempt to peacefully resolve a situation. If difficulty persists, FOH personnel may call-on senior VDPAC staff in attendance. If the situation becomes violent, FOH personnel has the authority to contact City Bylaw officials and/or the local RCMP detachment to remove the patron(s).

(g) Emergency Procedures

VDPAC staff and volunteers are trained to respond to and manage emergency situations, including emergency facility evacuations up to VDPAC's maximum capacity of 750 patrons, plus FOH and F&B staff, volunteers, tech staff, guest artists and production crew. During the COVID-19 limitations, VDPAC staff and volunteers will be present during all audience events to support emergency evacuation procedures and to ensure 2m physical distancing, as much as safely possible, if necessary.



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Article VII. Monitoring the Workplace and Updating the Safety Plan

VDPAC staff will continue to monitor and re-assess this Safety Plan with and after each event to make any necessary adjustments to protocols and procedures, or to adapt to any and all subsequent PHO's, such as changes to capacity limits on indoor public gatherings.

Specific guidelines for Patrons, Volunteers, Guest Artists and their production crews will be extracted from this master Workplace Safety Plan and posted on the Society's website; used for training; and provided in advance to visiting artists and event hosts.

A VDPAC staff person has been designated as the day-to-day, workplace Health and Safety representative to specifically supervise COVID-19-related issues. First Aid-certified VDPAC staff have been instructed to report any incidents or concerns to the staff Health and Safety representative.

When or if problems or issues arise, the VDPAC staff will take a team approach to immediately re-visit and revise existing protocols, policies, and procedures to immediately resolve any issues.



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Appendix A: VDPAC Areas Where People Gather

- Exterior Main Entrance (only on event dates)
- Ticket Seller box office vestibule (only on event dates)
- Lower-level Coat check Gallery
- Lower-level washrooms
- Main foyer
- Bar and Concession
- Auditorium (main floor and balcony)
- MFH Studio (only on event dates)
- Stage Door (outside on event dates)
- Stage Door Vestibule and Sign-in Station
- Exterior rear Loading Area
- Loading bay (Load-ins/outs)
- Backstage hallway
- Dressing rooms (A, B, C, D)
- Stage (Offstage Left/Right)
- Green Room and Kitchen
- MFH foyer
- Tech booth
- Volunteer Lounge (only on event dates)
- Orchestra pit
- Administration office
- Mechanical room (Contractors and service-providers)



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Appendix B: Jobs with Close Proximity

- Ticket Seller operations (Box Office Manager and ticket agents)
- Technical maintenance (Tech staff backstage, MFH Studio and tech booth)
- Building maintenance (contractors and service-providers onsite, staff supervision)
- Public performances and receptions (foyer), workshops, meetings, special events (MFH)
- FOH (Guest Relations Team Leader and Volunteers – events only)
- Coat check Gallery (washrooms, exhibit load-ins, patron traffic – events only, loadouts)
- Bar and Concession services (Food and Beverage staff and volunteers – events only)
- MFH activities (rentals, VDPAC programming)
- Technical production set-ups (lighting, load-ins/outs, staging, tech rehearsals, sound checks)
- Board meetings and annual general meetings (foyer)
- Administration Office (staff working remotely where possible)



Appendix C: Shared Tools, Machinery and Equipment

- Box office workstations and POS terminals
- Electronic ticket-scanners
- FOH headsets
- Volunteer Flashlights
- Volunteer lanyards and job cards
- Custodial and maintenance equipment
- Office Photocopier/Printer
- Bar and Concession inventory
- Main foyer F&B kitchen appliances, drinkware, dishware, and POS terminals
- Green Room kitchen appliances, drinkware, dishware, and utensils
- Office kitchen appliances, drinkware, dishware, and utensils
- Office computer workstations, furnishings
- Mechanical and boiler room plant machinery, venting, plumbing
- Dressing room laundry appliances, costume steamers, irons
- Theatre Equipment:
 - Fly rail/Line sets
 - Consoles and laptops
 - Monitors
 - Cabling
 - Microphones (and Stands)
 - Dance Floors
 - Tape
 - Tool crib hand-tools
 - Lighting instruments and booms
 - Fog machines
 - LED follow-spots and projectors
 - Equipment carts
 - HD cameras
 - Live-streaming equipment
 - Scissor lift and extension ladders



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Appendix D: High-Touch Surfaces

High-touch areas have been identified for area by area Touch Map cleaning checklists below:

EXTERIOR – MAIN ENTRANCE:

- Handrails – Front steps
- Exterior door handles
- Handicap ramp – Handrail
- Automatic door activator controls (3)

MAIN ENTRANCE – TICKET SELLER VESTIBULE:

- Exterior foyer door handles
- Exterior door crash-bars
- Ticket Seller (box office) counter
- POS terminals and keypads
- Plexiglass barrier – Patron side
- Brochure racks

FOH – MAIN FOYER (Auditorium):

- Interior vestibule door crash-bars and automated door activator control
- Handrails (foyer steps, interior handicap access ramp)
- Elevator/Lift switches, gate, and surfaces
- Left and Right balcony stairway handrails and bannister panels
- London Bar countertops (East and West portable stations)
- Bar, Concession, and foyer washroom entry door handles
- Countertops and drink surfaces (portable kids seating and pillar circular counters)
- Light switches and temperature control panels
- Portable tabletop surfaces and stackable chairs
- ATM screen, keypad, and terminal

Bar and Concession:

- Entry/exit door handles
- Kitchen appliances, controls, and all sales countertops
- Sinks and taps
- All fridges, coolers, freezers and icemaker handles and surfaces
- Coffeemaker components
- Light switches and master foyer lighting control panel
- Drinkware and dishware
- POS terminals and docks



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Gender-neutral washroom (foyer):

- Entry and interior door handles
- Sink, taps, soap dispenser, toilet seat, flush handle, paper towel and toilet paper dispensers and wastepaper receptacle

Ticket Seller Interior (Box Office):

- Exterior and interior pocket-door handles
- Countertops, interior divider, and front counter plexiglass barriers
- Computer keyboards, ticket-printer, monitors, and staff seating (armrests)
- Garbage can lids

MFH – ENTRANCE and FOYER:

- Entry/exit door handles and crash-bars
- MFH Studio entry/exit, MFH hallway entry/exit and washroom door handles
- Light switches
- Registration table and chair surfaces if event applicable

MFH Foyer Handicap Washroom:

- Entry and interior door handles
- Sink, taps, soap dispenser, toilet seat, flush handle, paper towel and toilet paper dispensers and wastepaper receptacle, fold-up infant change table

MFH – Upstairs Washrooms (2):

- Exterior/interior door handles
- Sink, taps, soap dispenser, toilet seat, flush handle, paper towel and toilet paper dispensers and wastepaper receptacle

MFH – STUDIO:

- Interior door handles (Entrance/exit to MFH Foyer, MFH Hallway double-doors, Green Room kitchen, emergency exit crash-bars, storage compartment, elevated tech booth)
- Light switches
- Portable cabaret, cocktail and folding tables and stackable chairs
- Portable bar, counter, portable POS device, if event applicable
- Performance or event theatre equipment, if applicable (laptops, consoles, monitors, microphones, live-streaming cameras, switchers, amplifiers, furnishings, screens, etc.)

LOWER-LEVEL – OFFICE:

- Entrance/exit door handles and light switches
- Plexiglass barriers, countertops, filing cabinet, drawer and desk handles
- Executive Director and Artistic Director offices, workstations, desktops, furniture
- Photocopier/Printer (Keypad, paper trays, toner cartridges, supplies), paper-cutters
- Storage and supply cabinets
- Workstations, keyboards, desktops, chairs, armrests, recycling, and garbage receptacles



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Office - Kitchen:

- Light switches
- Countertops, sink, taps, soap dispenser, paper towel dispenser
- Dishwasher surface, controls, used dishware, utensils
- Coffee pot and kettle
- Microwave, bar fridge and watercooler
- Recycling bins and garbage receptacles
- Electric paper-cutter, controls

Coat check Gallery – Foyer and Coat check:

- Light switch panels
- Countertops, staff chair, numbered Coat check claim chips and hangers
- Portable box seating, display materials and Memorial Wall table
- Garbage receptacles
- Exhibits: Patrons will not be permitted to contact exhibited materials, if applicable

Coat check Gallery – Men's and Ladies' Washrooms:

- Sinks, taps, soap and paper towel dispensers, stall doors and handles, toilet seats, auto-flush controls, toilet paper dispensers, active urinals and wastepaper receptacles, floors and fold-up infant change tables

Volunteer Lounge:

- Entrance/exit door handles
- Furnishings' surfaces and floors
- Locker doors and mechanisms
- Coat stands and hangers

Storage Lockup:

- Exterior/interior door handles and light switches
- Liquor inventory, storage, signage, display materials, decorations, donation jars, etc. to be cleaned before and after use when moved to other spaces in the facility

Elevator - Lower Level:

- Elevator door handle/Lift switches, gate, and handhold surfaces
- Lift floor

BACKSTAGE AREAS:

Stage Door Entrance and Waiting Room:

- Exterior/interior controlled entrance door handles and window surfaces
- Security keypad and panel surfaces
- Light switch panel
- Furniture and floors
- Coats cupboard and hangers
- Sign-in/out trolley and hand sanitizer dispenser
- Backstage hallway door and handle



Offstage Left/Right:

- Theatre equipment (lighting booms, fog machines, podium, stage manager station, monitors, microphones, stands, orchestra seating, risers, cabling, etc.)
- Piano storage closet
- Rigging weight system, lighting bars, lighting instruments, speakers

Backstage (Dressing Room, Tech Office) Hallway:

- All door handles (Loading bay, stage roll-up door, tech office and dressing room entrances)
- Light switches
- Fire-extinguisher cabinet

Dressing Rooms (4):

- Interior door handles, light switches, TV monitors and controls
- Countertops, mirrors and chairs
- Sinks, taps, bathroom stalls, toilets, shower doors and taps, floors and locker handles
- Washer and dryer surfaces, clothing/wardrobe steamers and all handheld appliances
- Wardrobe hangers

GREEN ROOM AND KITCHEN:

- Entrance/exit and utility door handles
- Light switches, TV monitor and controls
- Furniture seating, arms and backrests
- Carpeting and kitchen floor
- Tabletop and chairs
- Venetian blinds, controls, recycling and garbage bins
- Kitchen countertops, serving counter, sinks, taps and drains
- Appliances: Stove, Fridge, Dishwasher, Water dispenser and Coffeemaker
- Cupboards, serving trays, dishware, drinkware and utensils
- Door handles (delivery reception, exterior delivery doors)
- MFH connecting door handle and kitchen light switches

GREEN ROOM – MFH HALLWAY:

- Door handles (Exterior door crash-bar, backstage hallway entrance, offstage-right double-doors, MFH double-doors, Orchestra Pit entrance, MFH foyer entrance, hallway washroom door, utility closet door) and light switch panels
- Garbage bin tops and hallway floor
- Utility closet custodial tools, supplies
- Washroom sink, taps, toilet, soap and paper towel dispensers, light switch, door handle and lock



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Appendix E: Occupancy Limits by Accessible Spaces

The following Occupancy Limits have been adjusted to indicate the maximum number of persons allowable while remaining in compliance with current PHO directives regarding safe physical distancing:

MAIN FOYER:	40 persons standing
AUDITORIUM:	42-50 persons seated (depending on seating map), lower floor only (750 capacity)
STAGE:	
<i>Maximum performers:</i>	15 performers (at 3m distance)
<i>Audience, or meeting:</i>	20 persons seated or standing (25 using stage apron)
OFFSTAGE – LEFT:	6 persons standing
OFFSTAGE – RIGHT:	6 persons standing
ORCHESTRA PIT:	3 performers at 3m (vocalists / wind instruments), 12 performers at 2m (string, percussion, and others)
TECH BOOTH:	3 persons (5 with 2 follow-spot operators standing)
TECH OFFICE:	2 persons
LOADING BAY:	6 persons (with equipment stored)
STAGE DOOR WAITING ROOM:	2 persons
DRESSING ROOMS A & D:	4 persons seated at mirrors, 6 persons standing
DRESSING ROOMS B & C:	1 person (2 people in same household group)
DRESSING ROOM HALLWAY:	10 persons standing
GREEN ROOM:	6 persons
GREEN ROOM HALLWAY:	9 persons
MARIE FLEMING STUDIO FOYER:	4 persons
MARIE FLEMING STUDIO:	
<i>Maximum performers (no audience):</i>	6 performers (at 3m distance)
<i>With stage/cabaret table seating:</i>	14-18 seated (depending on stage size)
<i>Without stage:</i>	18-20 persons seated (depending on seating map) 20 persons standing (workshop, classes)
TICKET SELLER (BOX OFFICE):	2 persons seated



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BOX OFFICE VESTIBULE:	3 persons standing (line-up)
COAT CHECK GALLERY:	10 persons standing, 1 seated volunteer
VOLUNTEER LOUNGE:	3 persons
LOWER-LEVEL LADIES' WASHROOM:	7 of 11 stalls, 3 of 7 sinks
LOWER-LEVEL MEN'S WASHROOM:	3 of 5 stalls, 2 of 4 urinals, 2 of 5 sinks
ADMINISTRATION OFFICE:	
<i>Shared Office Area:</i>	5 persons
<i>Executive Director's Office:</i>	3 persons
<i>Artistic Director's Office:</i>	2 persons



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Appendix F: Health and Safety Considerations for Volunteering (During a Public Health Emergency)

Following is an appended 2-page guideline issued by Volunteer Canada that will become part of the training for VDPAC volunteers and is provided as part of this master Workplace Safety Plan for general information.

[See Volunteer Canada guideline, following]



HEALTH AND SAFETY CONSIDERATIONS FOR VOLUNTEERING

DURING A PUBLIC HEALTH EMERGENCY

If you are thinking about volunteering....

- Get fully informed about the most up to date information regarding COVID-19, the risks, and public health directives where you live.
- Determine whether or not it is safe for you and those in your household for you to volunteer in-person, based on public health information and advice of your own health professionals. If not, explore virtual volunteer opportunities.
- If you are able and willing to take the risks associated with in-person volunteering, find out about the practices in place in the organization to keep you safe and minimize the risk to the extent possible.

The COVID-19 pandemic has required changes to routines and practices to keep volunteers, clients and staff safe and healthy during volunteering. The following are general guidelines before, during and after volunteering. Practices and protocols to protect volunteers may vary based on the organization's mission, clients, and geography. Check with the volunteer manager at the organization where you are volunteering and get their specific guidelines.

Note: Taking public transportation or living with others who serve the public can increase your exposure to COVID-19. Some organizations may have policies regarding engaging individuals in these situations.

Make sure you are **WELL ENOUGH** to volunteer:

- ❑ If you are feeling unwell (particularly if you have trouble breathing, fever or cough), self-isolate and please refrain from volunteering and stay home for at least 14 days or as otherwise advised by public health authorities.
- ❑ If you have recently returned from outside Canada, follow Public Health Agency of Canada [instructions](#) as well as your local and provincial health authorities.
- ❑ If you are an older adult or have underlying health concerns, avoid volunteering that involves personal interaction. Join online volunteering programs from home if possible.

IN PREPARATION for volunteering:

- ❑ Wash your hands consistently both before volunteering and during.
- ❑ Avoid using public transportation to volunteering, if possible.
- ❑ If possible, come equipped with a personal bottle of hand sanitizer, personal protective mask (e.g. surgical mask N95 or as otherwise advised by public health authorities), protective gloves or other personal protective equipment that may be advised by public health authorities).
- ❑ Bring a personal supply of food and drink, if needed, to avoid sharing dishes / food with others.
- ❑ Make sure you have fully completed any training for your current volunteer position required by the organization.

DURING volunteering:

- ❑ The organization may do some health screening when you arrive.
- ❑ Follow [Public Health Agency of Canada](#) guidance:
 - ❑ [Wash your hands](#) often with soap and water for at least 20 seconds.
 - ❑ If soap and water are not available, use an alcohol-based hand sanitizer.



HEALTH AND SAFETY CONSIDERATIONS FOR VOLUNTEERING

DURING A PUBLIC HEALTH EMERGENCY



Protecting YOUR health protects EVERYONE'S health.

Information is changing rapidly as more data is gathered about COVID-19. To encourage accurate information sharing, please refer to trusted sources including the [Public Health Agency of Canada](#) and the [World Health Organization](#) to find updated facts and guidance.



Wash hands
for at least
20 seconds
+ soap

Physical Distancing
2 meters (6.6 feet) apart



- ❑ Avoid touching your eyes, nose and mouth with unwashed hands.
- ❑ Cough or sneeze into the bend of your arm. Dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards.
- ❑ Avoid touching surfaces people touch often.
- ❑ Use any necessary personal protective equipment, as directed.
- ❑ Follow recommendations and directives from public health authorities regarding restrictions on gatherings. Avoid shaking hands or any other physical contact.
- ❑ Be sure to keep a distance of at least 2 meters (6.6 feet) between yourself and others.
- ❑ If you come across a client who is not feeling well, inform your supervisor immediately.
- ❑ Avoid direct physical contact with client(s) as much as possible. You should leave packages / food or any other provisions at doorsteps.
- ❑ If at any point while volunteering, you feel uncomfortable, contact your supervisor immediately and make arrangements to leave.

AFTER volunteering:

- ❑ Inform your supervisor when departing your volunteer session: let them know how everything went, and share anything worth noting.
- ❑ If you feel distressed or need to talk please contact your supervisor immediately.
- ❑ Take care to rest and refresh. Take on only the tasks that you believe you can handle.
- ❑ If you are not feeling well after volunteering contact your local [Public Health Authority](#) and follow their advice.



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Appendix G: Sample Auditorium Seating Plan (50 Patrons Maximum)

Following is a main auditorium seating plan generated by VDPAC's own Ticket Seller box office (using Theatre Manager software) that provides a sample, safely distanced, lower floor seating assignment for a 50-patron maximum capacity in compliance with current PHO directives.

Advance event online ticketing through the Society's [Ticketseller.ca](https://ticketseller.ca) website provides patrons with this interactive seating map where they can select their seats on a "first come" basis. The Ticket Seller box office has added a specially designed Theatre Manager software module that automatically blocks-out the empty seats around a patron's selected seats for safe physical distancing.

The box office software will automatically limit ticket sales to the 50-patron maximum; assign seats to the lower floor only, (500-seat capacity); while the balcony remains closed, (250-seat capacity) and will not accept patrons' online seat selections.

Ticket Seller ticket agents will assign any remaining seats for walk-up or in-person sales using the same interactive seating maps.

All box office-issued and home-printed VDPAC event tickets provide assigned seating rows and seat numbers, as well as auditorium entry door numbers 1-5 House-Right and 6-10 House-Left.

Front-Of-House management staff and event volunteers, working from the same event seating maps will ensure seat markers are placed on assigned seats prior to opening the house on the event date.

In the event of incremental increases in PHO limits on the maximum number of patrons allowed for 'large indoor gatherings', Ticket Seller's box office software can be easily adjusted for new capacity limits and the balcony seating options can be 'opened' for interactive online seat selections.

[See Sample Seating Map, following]



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a = Available for sale
q = Physical Distancing Hold
z or u = VDPAC volunteers (ushers)
black = No seat available (Balcony & Boxes temporarily closed)