

EVERGREEN CULTURAL CENTRE COVID-19 SAFETY PLAN

The Evergreen Cultural Centre COVID-19 Safety Plan has been developed by our Joint Health and Safety Committee using guidelines set by BC Public Health Authorities and WorkSafe BC. We also recognize the invaluable input of the ActSafe Safety Association, Canadian Museums Association, and BC Recreation and Parks Association.

Evergreen Cultural Centre Joint Health and Safety Committee Members
David Mann – Employer Rep (Co-Chair) – General Arts Manager
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OVERVIEW

The Evergreen Cultural Centre is committed to providing a safe and healthy space for all our staff, clients, and patrons. Preventative measures are in place and will continue to be used to minimize exposure to the COVID-19 virus. This document provides guidelines to ensure safe operation while we continue to operate and re-open our facility during the COVID-19 pandemic.

PUBLIC HEALTH DIRECTIVES

The Evergreen Cultural Centre's COVID-19 Safety Plan has been created and implemented based on public health orders from the amazing Dr. Bonnie Henry and the Government of British Columbia. <https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>

WORKSAFE BC DIRECTIVES

WorkSafeBC is a provincial agency dedicated to promoting safe and healthy workplaces across BC. All employers in British Columbia have an obligation to ensure the health and safety of workers and other parties at their workplace. With respect to COVID-19, that responsibility includes protecting workers by following the orders issued by the office of the Provincial Health Officer, guidance provided by the BC Centre for Disease Control, and the latest news released from the government. In addition, employers shall implement policies and procedures to protect workers from the risk of exposure to COVID-19.

The Joint Health and Safety Committee at the Evergreen Cultural Centre have developed facility-specific Safety Plans that outline the steps below to comply with the WorkSafeBC Act and Regulations:

1. Assess the risks
2. Implement protocols
3. Develop policies
4. Develop communication plans and training
5. Monitor workplace and update plans as necessary
6. Assess and address risks from resuming operations

MONITORING AND UPDATES

The Evergreen Cultural Centre will continue to monitor its operations, assess areas of concern, and take steps to update the policies and procedures to maintain a safe workplace for all staff, clients and patrons. We will involve staff in this process by:

- Regularly reviewing the safety plans in place with regards to the COVID-19 risks levels and make changes to the policies and procedures as necessary.
- Informing and training staff in any protocol, policy or procedural changes.
- Addressing and resolving safety issues with the involvement of the Joint Health and Safety Committee.

FACILITY RISK ASSESSMENT

Risk assessments have been conducted for each unique area of the facility, including those that are currently operating and those that will be reopened. Consideration has been given to physical layout, common usage, and the degree of person-to-person interactions. A summary of risks and controls is provided in the following appendices:

Appendix A: Theatre

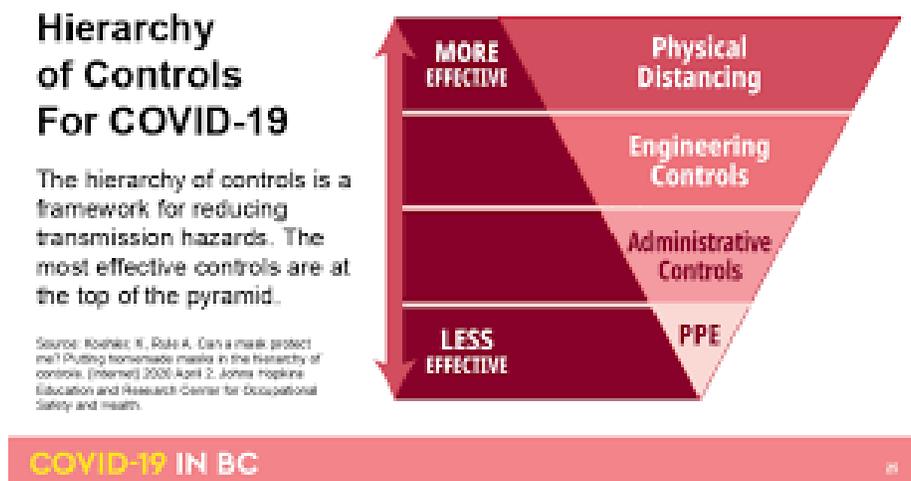
Appendix B: Gallery

Appendix C: Rehearsal Hall

Appendix D: Studios

Appendix E: Administration Offices

To reduce the risk of virus transmission, protocols will be implemented to protect against identified risks. Different protocols offer different levels of protection. Wherever possible, we will use the protocol that offers the highest level of protection in line with the hierarchy of controls:



First level protection (elimination): Limit the number of people in your workplace at any one time. Implement protocols to keep workers at least 2 meters (6 feet) from co-workers, clients, patrons, and others.

Second level protection (engineering controls): If you can't always maintain physical distancing, install barriers such as plexiglass to separate people. Enhance or increase handwashing and other sanitation facilities.

Third level protection (administrative controls): Establish rules and guidelines, such as cleaning protocols, changes to work procedures, and personal hygiene practices.

Fourth level protection (PPE): If the first three levels of protection aren't enough to control the risks, have workers and patrons use personal protective equipment (PPE) such as masks. PPE should not be used as the only control measure. It should only be used in combination with other measures.

GUIDANCE FOR STAFF

GENERAL COVID-19 PROTOCOLS

While undertaking work on behalf of the Evergreen Cultural Centre, either onsite at the facility or in any remote location, staff should:

- Stay home if they or someone in their household exhibits symptoms of illness.
- Comply with the policies, protocols, and procedures outlined in this safety plan.
- Keep 2 metres distance from others not of the same household.
- Wash their hands frequently, and/or use hand sanitizer.
- Continue to follow all other identified safe work procedures.
- If it is unsafe to work, talk to a supervisor or a member of the Joint Health and Safety Committee.
- Take steps to minimize exposure to COVID-19 outside of work hours.

STAFF RETURNING TO WORK

Anyone returning to work after a period of absence or a reduction in work shall receive a refresher orientation. Every worker shall be informed of new or revised procedures to eliminate or reduce potential for exposure to COVID-19. Training shall:

- Be specific to the workplace and, in addition to acting as a refresher, will also include any new practices or controls developed in response to the COVID-19 pandemic.
- Explain essential health and safety information, such as worker rights and responsibilities, work rules, hazards and safe work procedures.
- Inform staff of specific COVID-19 protocols or procedures as outlined in this safety plan.

ONSITE WORK PRACTICES

While practices may vary depending on the location and nature of the department, there are some general guidelines that apply to all:

- All staff will complete a daily Health Declaration stating that they meet the requirements to enter the facility. The Health Declaration will consist of an information poster with key health questions and a sign-in sheet. This will be located in the main lobby.
- Maintain physical distancing (at least 2 meters). Make space for others and ask for space when needed.
- Maintain good personal and environmental hygiene.
- Keep hands clean and wash hands properly:
 - Upon arriving at work
 - Before and after going on a break (especially if using common break rooms)
 - After using the washroom
 - Before and after handling shared tools and equipment
 - Before and after using masks or other personal protective equipment
 - Periodically throughout the day, especially if interfacing with customers
 - As you leave work
- Cover nose and mouth with your elbow or tissue paper while sneezing or coughing.
- Staff are encouraged to use washrooms in areas of the facility that are not actively in use by workshops or events to reduce the risk of cross-contamination.
- Ensure good ventilation in workspaces, if possible.
- Maintain cleanliness and proper function of washrooms and handwashing stations.

PHYSICAL DISTANCING

Physical distance must be maintained as much as possible in the facility by all staff, clients, and patrons. The Evergreen Cultural Centre has implemented the following practices (if operationally feasible) to allow for physical distancing:

- Revised work schedules and work-from-home options for staff to limit the number of people on site at a given time.
- Established and posted occupancy limits, based on activity using capacity recommendations set by the BC Centre for Disease Control, for all rooms in the facility.
- Reduced in-person meetings and other gatherings.
- Re-arranged office furniture to allow 2 metre physical distance between coworkers and between staff and visitors, and installed barriers where necessary.
- Limited the number of people allowed in common areas at any one time, staggered break times, and encouraged staff to take breaks in open areas of the facility or outside.
- Posted signage to remind staff, clients, and patrons to maintain their distance while visiting our facility.
- Adapted work tasks so staff are not required to work in close proximity to one another.
- If breaching the physical distancing requirement is unavoidable, work tasks are planned and instruction is provided to staff to ensure that time spent in close proximity is minimized. Staff are required to wear non-medical masks when physical distancing is not possible.
- Provided waiting areas outdoors with markers to designate line up areas with safe distancing.
- Markings on floors indoors as needed to indicate safe distancing.
- Removed furnishings to increase available space in individual rooms.

PERSONAL HYGIENE

Respiratory viruses like COVID-19 spread when mucus or droplets containing the virus get into your body through your eyes, nose or throat. Most often, this happens through your hands. The easiest way to prevent the spread of a virus is to wash your hands frequently with soap and water.

Below is a step-by-step process for effective handwashing that all staff should follow:

- Step 1: Wet hands with running water
- Step 2: Apply enough soap to cover wet hands
- Step 3: Scrub all surfaces of the hands – including back of hands, between fingers and under nails – for at least 20 seconds.
- Step 4: Rinse thoroughly with running water
- Step 5: Dry hands with a clean cloth or single-use towel
- Step 6: Use towel to turn off the faucet

Handwashing with soap and water is not always possible. To support proper hand hygiene:

- Personal supplies of hand sanitizer will be provided to each staff member to use during their workday.
- Hand sanitizer will be provided to patrons during any event hosted by the Evergreen Cultural Centre.
- Hand sanitizer may be provided by the organizer at their discretion during any event hosted at the facility by a user group.

Appendix F: Proper Handwashing Techniques

ENVIRONMENTAL HYGIENE AND SANITATION

Current evidence suggests that COVID-19 may remain viable for hours to days on surfaces made from a variety of different materials. The thorough cleaning of surfaces and structures, followed by disinfection, is therefore a best practice measure for prevention of COVID-19. The Evergreen Cultural Centre has implemented increased cleaning and disinfecting protocols:

- Daily janitorial service for the entire facility with extra focus on high-touch surfaces.
- Guidance for staff in workstation sanitation and disinfecting of shared equipment.
- Personal workstation cleaning and disinfection supplies provided to each staff member.
- Cleaning and disinfection supplies provided in locations of shared equipment.
- Targeted sanitation of rooms and equipment between user groups.
- Guidance and supplies for user groups for sanitation during events.
- Scheduled washroom sanitation during public hours, based on use.

Cleaning Supply Kits have been assembled and distributed around the facility in marked containers (pails). The kits contain the supplies listed below. The supplies in these kits will be monitored and refilled by the Technical Operations Department.

- Nitrile Gloves
- Disposable Masks
- ES70 General Purpose Cleaner
- ES364 Neutral Disinfectant
- Paper Towels

Appendix G: Workstation Sanitation Instructions

Appendix H: Washroom Sanitation Instructions

Additional changes to operations and work procedures have been made to reduce surface contact and item handling for staff, clients, and patrons:

- Handling of doors and light switches to be done by the same staff member where possible.
- When not compromising safety or security, internal communal doors to remain open throughout the workday to reduce contact with door handles.
- Individual equipment and materials provided to each staff member at their workstation with instructions to use only their equipment (no borrowing pens!)
- Posted reminders to wash hands after using shared equipment and appliances.
- Posted reminders to wash hands after handling public materials such as tickets, cash, or mail.
- Equipment disinfection and/or quarantine after each event.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Personal Protective Equipment (PPE) is specialized clothing or equipment worn to minimize exposure to hazards that cause injuries or illness. It should serve as a last resort that should not replace any other risk control and infection control measures. PPE equipment specific to COVID-19 prevention include medical and non-medical masks and disposable gloves.

IMPORTANT INFORMATION ABOUT NON-MEDICAL MASKS

- Wearing a non-medical cloth mask or face covering is now **expected in indoor public spaces** because it can help protect you and those around you.
- This is because some people can spread the virus when they have very mild symptoms or may not know that they are infected.
- Wearing a mask can help protect others by containing your own droplets when talking, laughing, singing, coughing, or sneezing.
- Wearing a mask should be combined with other important preventative measures such as frequent hand washing and physical distancing. Using only a mask is not enough to prevent the spread of COVID-19.
- It is important to treat people wearing masks with respect.

Source: BC Centre for Disease Control

At this time, the Provincial Health Office has stated that the wearing of masks to prevent transmission of the COVID-19 virus is **expected in indoor public spaces**. In response to this updated information, the Evergreen Cultural Centre has amended its mask (PPE) policy and protocols to include the following:

STAFF GUIDANCE

- Staff are expected to wear masks in any situation where physical distancing is not possible.
- Staff are expected to wear masks in the facility and anywhere else when representing the organization, except:
 - When in the employee's personal workspace
 - When eating or drinking, or engaging in other activities where mask use is impractical
- Staff may wear personal masks that have been purchased commercially or homemade so long as they are three-layer construction as outlined by BC CDC recommendations.
<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/masks>
- Evergreen Cultural Centre will assist staff in acquiring reusable three-layer masks, if needed.
- Evergreen Cultural Centre will provide disposable masks for anyone accessing the facility who does not have their own mask with them.
- Staff will be provided reference material in the proper care and use of non-medical masks.

ARTIST/CLIENT GUIDANCE

- Artists are expected to wear masks at all times except during onstage rehearsal and performance or in their private dressing room.
- Clients are expected to assess and update their existing COVID-19 Safety Plans to align with new public health mask policies and make appropriate adjustments to activities when wearing a mask is not practical for participants and/or instructors.

PATRON GUIDANCE

- Patrons are expected to wear masks at all times when visiting the Art Gallery at Evergreen.
- Patrons are expected to wear masks when participating in educational programs offered by Evergreen. Specific protocols for wearing masks will be developed for individual educational programs based on the nature of the activity and variables such as duration, location, and the number of participants.
- Patrons are expected to wear masks at all times when attending an event in the theatre except when seated at a table.
- Patrons will be informed prior to registration or ticket sale of masking policies. Information will be shared through digital platforms, direct communication, and onsite signage.
- Patrons unable or unwilling to adhere to mask policies will be asked to leave the facility, given a refund, and provided with information about our online arts offerings.

In addition to these guidelines, staff, clients, and patrons may decide and are welcome to wear a mask in all situations in which they feel it will support their health.

Certain work tasks and cleaning procedures do require the use of masks and/or gloves as part of standard safe operation. In those instances where specific PPE is necessary, information and training in their proper use has been provided.

Proper Use of Masks (PDF)

http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_SurgicalMaskPoster.pdf

Proper Use of Gloves (PDF)

<https://www.worksafefbc.com/en/resources/health-safety/ppe-information-sheets/glove-removal-procedure?lang=en>

PUBLIC ACCESS POLICIES AND PROTOCOLS

Public access and use of the facility during the pandemic is being managed in the following ways:

- Clear messaging through signage and digital communication to stay home if you are sick, keep two metres physical distance from others, and to wash hands frequently.
- Contract clauses requiring all user groups to provide a COVID-19 safety plan specific to their activity and outlining their responsibility to ensure that safety protocols are followed by their participants.
- Supportive contract and fee arrangements to encourage user groups and participants to cancel or reschedule events or activities in the event of illness.
- Ongoing check-ins with user groups by Evergreen staff to ensure the adherence to safety protocols and to assist in improving and adapting those protocols as new information and public health orders are received.
- Immediate removal of anyone exhibiting symptoms of illness inside the facility.

PUBLIC INTERACTION

Staff at the Evergreen Cultural Centre are often required to interact with clients, patrons, and the general public in a variety of scenarios. The following guidelines are provided to support safe interactions with the public that reduce the risk of exposure to COVID-19:

- Minimize non-essential in-person interaction between staff and clients/patrons (e.g., use of virtual meeting tools, email, or telephone).
- Where possible, visits to the workplace should be prearranged and safety protocols should be communicated before entry into the workplace (e.g., email and/or signage posted to entrance).
- When booking appointments, visitors should be reminded to reschedule if they experience symptoms typical of COVID-19 or are placed on self-isolation.
- Conduct in-person meetings outside or in spaces away from other staff, clients, or patrons.
- Keep a record of visitors to the workplace should contact tracing be necessary.
- Visitors should attend appointments alone and minimize time spent in waiting area before their appointments (e.g., request visitors to wait in vehicles and text message or call when ready).
- Encourage the use of credit/debit cards and have the terminal machine placed in front of the public to avoid having to touch the terminal back and forth
- When handling cash, immediately wash your hands or use hand sanitizer.
- Remove non-essential communal items, such as candy, magazines, and pamphlets.
- Beverages (coffee, tea, water) should not be offered at this time.
- Request contactless delivery to maintain physical distancing requirement (e.g., delivery person leaves packages in a pre-arranged location). This option may be limited if signing or proof of receipt is required, or theft of items is possible before being retrieved by staff.

Further guidance for public interaction is listed in the appendix documentation for each area of the facility.

CONFLICT MANAGEMENT

The Evergreen Cultural Centre recognizes that uncertainty, confusion, and fear caused by the COVID-19 pandemic can lead to conflict in personal interactions as we welcome people back into our facility.

Taking the following approach may help ease a difficult situation.

- **BE POSITIVE** – Use positive language when communicating new policies and procedures. Be friendly and encouraging. Verbally recognize when people are complying and highlight the value of their efforts.
- **EDUCATE** – Assume someone who is not following safety guidelines simply isn't aware of the new procedures. Provide information and give them an opportunity to learn and change their behaviour.
- **OFFER OPTIONS** – Provide the tools and materials a person needs to carry out their activity safely. Offer them a mask to wear or suggest a way to do a task that would meet safety requirements.
- **ASK TO LEAVE** – This should be a last resort in interacting with a non-compliant person. Call in the assistance of a manager or other higher-level staff person to support you in this process.

Undue risk of exposure to COVID-19 creates a hazardous workplace and every employee has the right to refuse unsafe work. Employees who observe someone who appears ill or is not complying with public health orders and/or the policies of the Evergreen Cultural Centre COVID-19 Safety Plan should address the issue immediately. If necessary, enlist the help of a manager to resolve the issue.

Conflict management is a skill that requires ongoing education and practice. Employees are encouraged to strengthen this skill through research, training, and role-playing exercises with co-workers.

Signs of conflict escalation:

- A sudden change in body language or tone used during a conversation.
- The person starts pacing or fidgeting, clenching their fist or jaw, raising their voice.
- Disruptive behaviors such as yelling, bullying, actively defying or refusing to comply with rules.

Steps to de-escalate conflict:

- Calm yourself before interacting with the person – take a deep breath, speak in a low, dull tone of voice, don't get defensive.
- Be aware of your surroundings – notice other people in the room, objects and furniture, entrances and exits and if you may be blocking the other person or they are blocking you.
- Try to look non-threatening – stay calm, maintain a neutral facial expression, place your hands in front of your body in an open and relaxed position.
- Avoid aggressive gestures – don't point your finger at the person, don't fidget or pace, limit eye contact, maintain physical distance of 4 metres (12 feet) or more.
- Make a personal connection – ask their name and use it when speaking to them.
- Listen to their concerns – ask questions, ask to take notes, ask them for ideas and solutions.
- Acknowledge their feelings – show empathy even if you do not agree with the person's position, clarify and paraphrase to show you have understood them thoroughly.

If de-escalation is not working:

- Provide contact information for higher-level staff who could better assist the person.
- Refer the person to the supervisor or manager on site at the time. Call this person to your location.
- If a supervisor or manager is not immediately available, ask a co-worker to join you in the room so you are not alone.
- **If the person escalates their negative behaviour, or becomes violent, leave the area and call 911.**

CANCELLATION/CLOSURE ACTION PLAN

It is possible that the Evergreen Cultural Centre may need to close to the public, or an event or workshop may need to be cancelled, with little or no notice. Potential reasons include:

- Employee report of symptoms of illness for themselves or someone in their household, requiring them to leave the workplace, stay home, and/or self-isolate, causing a staffing shortage that impacts our ability to adequately staff the facility.
- Artist or instructor report of symptoms of illness for themselves or someone in their household, requiring them to leave the venue, stay home, and/or self-isolate, making them unable to host an event or workshop.
- Staff determination that an event or workshop is not able to proceed according to health and safety guidelines.
- Direction from public health authorities or WorkSafe BC to discontinue public access.

In the case of staffing shortage:

- Adequate staffing levels for specific events or areas of the facility will be determined by department managers in consultation with the Executive Director.
- Evergreen management will make efforts to cover vacant shifts on a temporary basis until such time as the employee is cleared to return to work or the position is filled by a qualified replacement.
- If the position cannot be covered in time to ensure adequate staffing the event, workshop, or other instance of public access will be cancelled or postponed until adequate staffing can be attained.

In case of an event or workshop cancellation:

- Ticketholders for events in the theatre will be notified by phone by Box Office staff
- Workshop participants will be notified by phone by staff in the associated department
- A document of cancellation or closure will be posted for visitors on exterior doors with a link to COVID-19 safety policies on the Evergreen website.
- Further information may be shared through social media channels as needed.

In the case of closure orders from public health authorities or WorkSafe BC:

- All Evergreen staff will cooperate fully in any investigation and comply with any direction given by public health authorities and/or WorkSafe BC.
- The facility will immediately be closed to the public, and to staff access if necessary. The facility will remain closed until permission to reopen is granted by the appropriate authority.
- A document of cancellation or closure will be posted for visitors on exterior doors with a link to COVID-19 safety policies on the Evergreen website.
- Further information may be shared through social media channels as needed.

EVERGREEN WELLNESS POLICY

The Evergreen Cultural Centre Society is committed to fostering the wellbeing of employees. To this end we have established a policy concerning sick leave. The purpose of this policy is to ensure that employee and employer have a fair and equitable policy whereby the employee is permitted to be absent from work with full pay by virtue of:

- being sick or physically disabled
- medical appointments at a minimum of ½ day
- the serious illness of an immediate family member

The employee must notify the Executive Director or the Office Manager of the need to utilize this benefit and for what purpose, providing as much notice as possible to minimize disruption to the day-to-day operation of the Society.

The Executive Director or their designate shall be responsible for tracking and monitoring sick leave. For the protection of both the employee and employer, employees who have been absent from work due to serious illness, stress or injury may be required to obtain a medical certificate stating that they can perform normal duties and assignments.

CONDITIONS OF ABILITY TO WORK

Specific to the COVID-19 pandemic, the provincial health officer and the BC Centre for Disease Control have issued the following guidance around self-isolation. Employers should ensure that the following workers do not come to work:

- Anyone who has had symptoms of COVID-19 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 provincial health officer to self-isolate must follow those instructions.
- Anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, must self-isolate for 14 days and monitor for symptoms.

Employees exhibiting symptoms of illness for themselves or someone living in their household should stay home and not come to work. Self-isolate and seek medical attention as required.

- Employees or members of their household exhibiting symptoms of COVID-19 will use the online Self-Assessment Tool at <https://bc.thrive.health/> and/or call 811 for further instruction.
- Employees required to self-isolate shall not return to work for a minimum of ten days from the onset of symptoms.
- Employees may be asked to work from home, if practical.
- Employees testing positive for COVID-19 may be required to test negative before being allowed to return to the workplace.

REPORTING ILLNESS

Anyone experiencing symptoms of illness has a responsibility to take these symptoms seriously and follow protocols to protect their health and the health of Evergreen staff, clients and patrons.

If an employee is AWAY FROM WORK and experiences symptoms of illness, the following steps should be taken:

1. Employees exhibiting symptoms of illness for themselves or someone living in their household should **NOT** come to work. Seek medical attention as required.
2. Employees should contact their direct supervisor by phone as soon as possible to inform them of illness.
3. If not seeking medical attention at a healthcare facility, employees will use the COVID-19 Self-Assessment Tool at <https://bc.thrive.health/> and/or call 811. Further instructions may be given to the employee by medical staff or BC Health Authorities.
4. If requested by health authorities, the employee should provide the contact information of management staff for the Evergreen Cultural Centre

If an employee is AT WORK and experiences symptoms of illness, the following steps should be taken:

1. Employees exhibiting symptoms of illness will:
 - a. Inform their direct supervisor that they need to leave the workplace due to illness.
 - b. Sanitize their own workstation and disinfect any shared equipment they used during their shift.
 - c. Collect all personal belongings (coat, bag, water bottle, etc).
 - d. Leave the workplace and return home or seek medical attention.
2. If the ill employee is unable to leave the workplace by themselves, they will
 - a. Put on a non-medical mask.
 - b. Move to the isolation room designated for that area of the facility or as noted in the safety plan for that event. They will remain in this room until arrangements have been made for them to leave the facility.
3. Employees will use the COVID-19 Self-Assessment Tool at <https://bc.thrive.health/> and/or call 811. Further instructions may be given to the employee by medical staff or BC Health Authorities.
4. If requested by health authorities, the employee should provide the contact information of management staff for the Evergreen Cultural Centre.

If a client or patron is AT THE FACILITY and experiences symptoms of illness, the following steps should be taken:

1. **All persons experiencing symptoms of illness are required to leave the facility.**
2. Inform the onsite first aid attendant and have them escort the ill person from the building.
3. If the ill person is unable to leave by themselves:
 - a. isolate the person in the isolation room designated for that area of the facility or as noted in the safety plan for that event. They should remain in this room until arrangements have been made for them to leave the facility.
 - b. Provide the ill person with a disposable face mask to wear while they are waiting to leave.

- c. Assist the person in contacting someone to help them leave the facility. This may be a friend, family member, or emergency medical services.
4. The ill person should be encouraged to use the COVID-19 Self-Assessment Tool at <https://bc.thrive.health/> and/or call 811. Further instructions may be given to the person by medical staff or BC Health Authorities.
5. Staff will undertake immediate cleaning and sanitation of any surfaces the ill person may have touched.
6. A record of the incident and actions taken to mitigate the risk of exposure should be written by the first aid attendant and any supporting staff. This record will be kept in print or digital format for a minimum of three years.

If a client or patron informs staff that they are experiencing symptoms of illness AFTER VISITING the facility, the following steps should be taken:

1. If the reporting person is actively experiencing severe symptoms, they should be encouraged to seek medical help immediately.
2. Staff should collect relevant information from the reporting person regarding the date, time, and nature of their activity at the Evergreen Cultural Centre. This information will be used to complete an incident report and may be provided to health authorities if requested.
3. The reporting person should be encouraged to use the COVID-19 Self-Assessment Tool at <https://bc.thrive.health/> and/or call 811. Further instructions may be given to the person by medical staff or BC Health Authorities.
4. A record of the report and any actions taken to mitigate the risk of exposure should be written by participating staff. This record will be regarded as a “first aid incident” and kept in print or digital format for a minimum of three years.

In all cases of reported illness, the Executive Director or Technical Operations Manager will contact the Fraser Health Authority to report a potential illness and request guidance for further action.

CONTACT TRACING

Contact tracing is an important tool to help diagnose people who may have COVID-19 sooner and prevent the virus from spreading in the community. Through a variety of methods, the Evergreen Cultural Centre will maintain a contact list of people working and visiting the facility. Information gathered for contact tracing will include:

- the person’s name and phone number or email
- the date and time of their visit
- the nature of their activity at the facility

This information will be only be used for the purpose of contact tracing. It will be kept confidential and only released to public health authorities upon request. Contact tracing information is required to be kept for 30 days, after which the record will be destroyed.

COMMUNICATIONS AND MESSAGING

Communications about Evergreen COVID-19 safety protocols will be made to staff, clients, and patrons in the following ways:

- Printed and Digital Documents
- Exterior and Interior Signage and Markers
- Email/Website/Media Communications

The Evergreen Joint Health and Safety Committee has formed the Health and Safety Central sharepoint site that is accessible to all Evergreen staff members. This site hosts all internal and client/event safety plans, documents, references, and signage used to develop and enact our safety protocols. Evergreen staff have been informed of the site address and receive regular updates via email when new, relevant content is added.

SAFETY SIGNAGE

Signage has been posted at all exterior entrances to communicate safety protocols to staff, clients, visitors, and others. The signage will include the following instruction:

- STAY HOME if you are sick or have travelled outside Canada in the past 14 days.
- KEEP 2 METRES APART as much as possible from people not in your household.
- WASH HANDS frequently with soap and water for 20 seconds.
- LIMIT TIME spent indoors and near people not in your household.

Additional Signage:

- Distancing Markers have been installed on exterior walkways around the facility to support physical distancing while waiting for access.
- Room Capacity signage has been posted on all rooms in the facility that are used as work and activity spaces for staff, clients, and patrons. Capacity signage is also in place on public elevators.
- Proper Handwashing Technique posters have been posted in all facility washrooms.
- Handwashing reminders posted at shared equipment locations.
- Portable banners and signs listing safety guidelines have been created for event use as needed.

TRAINING

Training in the procedures outlined in the Evergreen Cultural Centre COVID-19 Safety Plan will be provided to staff in the following ways:

- Training sessions will be arranged for staff by department to talk and walk through all elements of the safety plan.
- Instructional demonstrations in person or through video will be provided for sanitation and disinfection procedures.
- Instructional documents or videos will be provided for use of personal protective equipment such as masks and gloves.
- Time will be included in the planning of all events to develop and test any uncommon protocols and procedures that may be necessary for those events.
- Surveys will be sent to staff to gather input on the efficacy of the safety protocols and procedures in the plan. Input from those surveys will be provided to the Joint Health and Safety Committee for consideration.
- Staff will be informed of any changes to this safety plan and retrained as necessary in new protocols and procedures.

EMERGENCY PROCEDURES

Where practical, and with consideration of the level of risk created by different hazards, emergency procedures have been adapted to support physical distancing and minimize exposure to COVID-19.

- Staff trained in first aid procedures have been asked to read and follow the WorkSafe BC guideline “OFAA Protocols during the COVID-19 Pandemic”.
- In the event of an evacuation, people will be required to follow physical distancing rules once they have arrived at the muster point.

LINKS AND RESOURCES

Below are links and resources, related documents, and other useful information:

Evergreen Cultural Centre COVID-19 Safety Guide for Clients
Evergreen Cultural Centre COVID-19 Safety Plan for Educational Programs

[Provincial Health Orders – COVID-19](#)

[BC Centre for Disease Control](#)

[BC COVID-19 Self-Assessment Tool](#)

[BC CDC Guidance to Retail Food and Grocery Stores \(Calculating Capacity\)](#)

[WorkSafe BC Return to Operations: Arts and Culture](#)

[WorkSafe BC COVID-19 Safety Plan Template](#)

[WorkSafe BC OFAA Protocols during the COVID-19 Pandemic](#)

[Actsafes COVID-19 Resources for the Arts and Entertainment Industries](#)

[BC Recreation and Parks Association Guideline for Restarting Operations](#)

APPENDIX A: STUDIO THEATRE

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GENERAL NOTES

The Evergreen Cultural Centre Studio Theatre is a black box performance space used for a variety of events. These events may:

- be presented by the Evergreen or by outside clients renting the facility for their use.
- be open to the public or reserved for invited guests only.
- involve professional or amateur participants and organizers.
- use or adapt the physical layout of the venue based on the needs of the event.
- be a touring production has been or will travel to a variety of venues.

Based on the wide variations in event types, the controls listed in this safety plan will be considered a baseline starting point for operating an event. It is critical for each event to be assessed on an individual basis and further controls established to mitigate any risks unique to that event, if needed.

The assessed risks and implemented controls listed in this section of the Evergreen Cultural Centre COVID-19 Safety Plan are specific to the structural layout, operational practices, and type of events held in the Evergreen Cultural Centre Studio Theatre. Recommendations for best practices are taken from ActSafe, WorkSafe BC, and public health authority guidelines for the Arts and Culture.

Additional guidelines specific to clients renting any space at the Evergreen Cultural Centre can be found in the Evergreen Cultural Centre COVID-19 Safety Guide for Clients. [\(link\)](#)

- **The term “patron” refers to any person attending an event in the theatre as an audience member or participant, having purchased or acquired a ticket or other means of registration.**
- **The term “artist” refers to any performer, organizer, crew, support staff, band, company, or anyone otherwise directly involved in the activation of a live event.**

By order of the Provincial Health Officer, the maximum capacity of a gathering or event is 50 patrons. Staff, volunteers, and performers are allowed in addition to the 50-patron capacity provided that the overall distanced capacity of the room can be maintained.

<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-order-gatherings-events.pdf>

ROOM ASSESSMENTS

Studio Theatre – Flat Floor Performance

Dimensions: 32' x 16' stage – 512 sq feet – 47 sq metres / 42' x 35' audience

Capacity: 9 performers / 50 people audience

Access: Red doors in backstage hallway/main lobby doors

Washroom: Dressing rooms/main lobby

Studio Theatre – Flat Floor Workshop

Dimensions: 58' x 40' – 2320 sq feet – 215 sq metres

Capacity: 43 people moving / 50 people seated

Access: Red doors in backstage hallway/ Main lobby entrances

Washroom: Dressing rooms / Main and lower lobbies

Studio Theatre – Stage Floor Workshop

Dimensions: 32' x 24' – 768sq feet – 71 sq metres

Capacity: 14 people moving / 20 people seated

Access: Red doors in backstage hallway

Washroom: Dressing rooms

Studio Theatre – Audience Floor Workshop

Dimensions: 35' x 45' – 1575sq feet – 146 sq metres

Capacity: 29 people moving / 41 people seated

Access: Main lobby doors

Washroom: Main/Lower lobbies

Dressing Rooms A & B

Dimensions: 23' x 12' – 276 sq feet – 25 sq metres

Capacity: 5 people

Access: Through backstage hallway

Washroom: Dressing rooms

Dressing Rooms C, D, E & F

Dimensions: 8' x 8' – 64 sq feet – 6 sq metres

Capacity: 1 person or household bubble

Access: Through backstage hallway

Washroom: Dressing rooms

Green Room

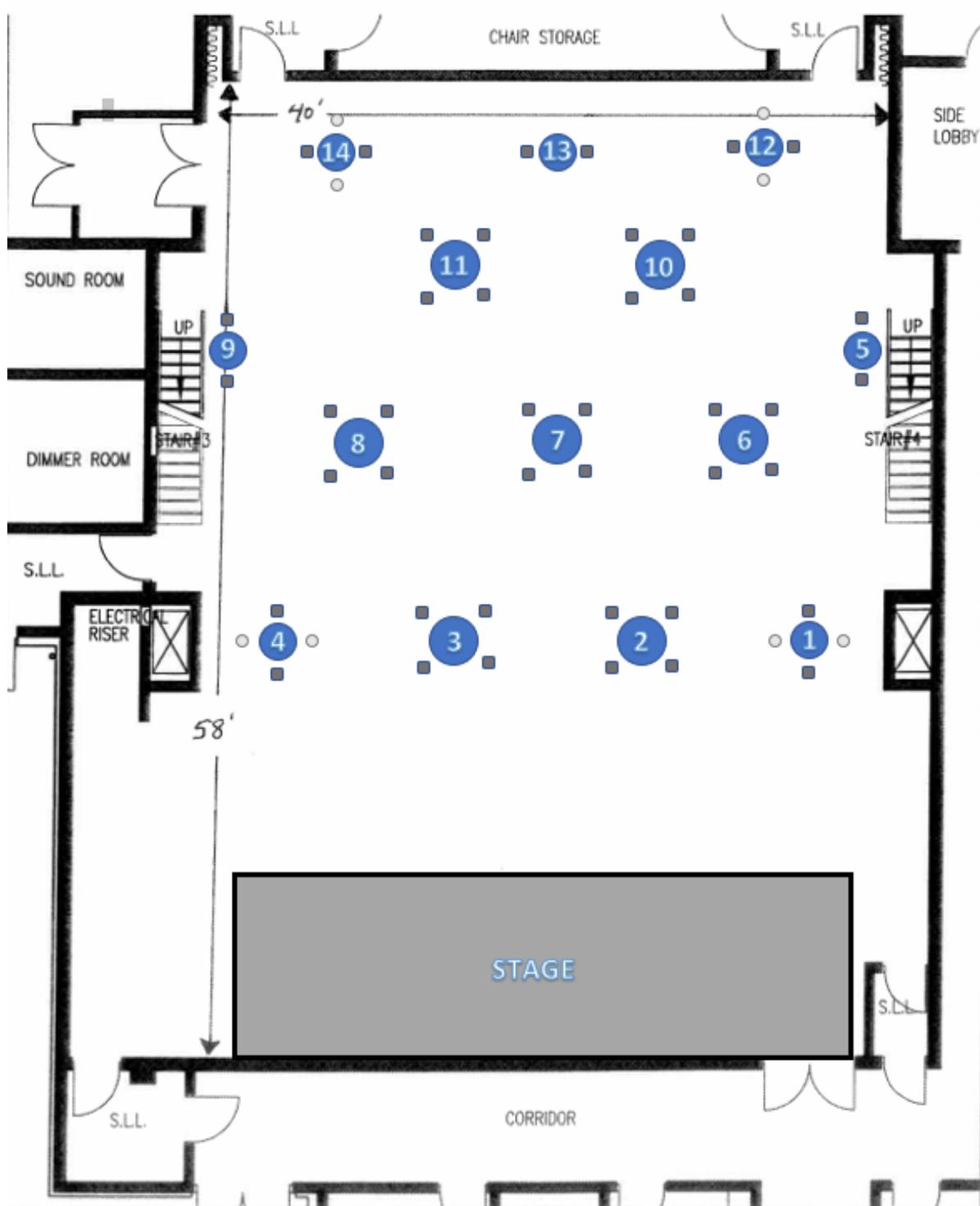
Dimensions: 27' x 16' – 432 sq feet – 40 sq metres

Capacity: 8 people

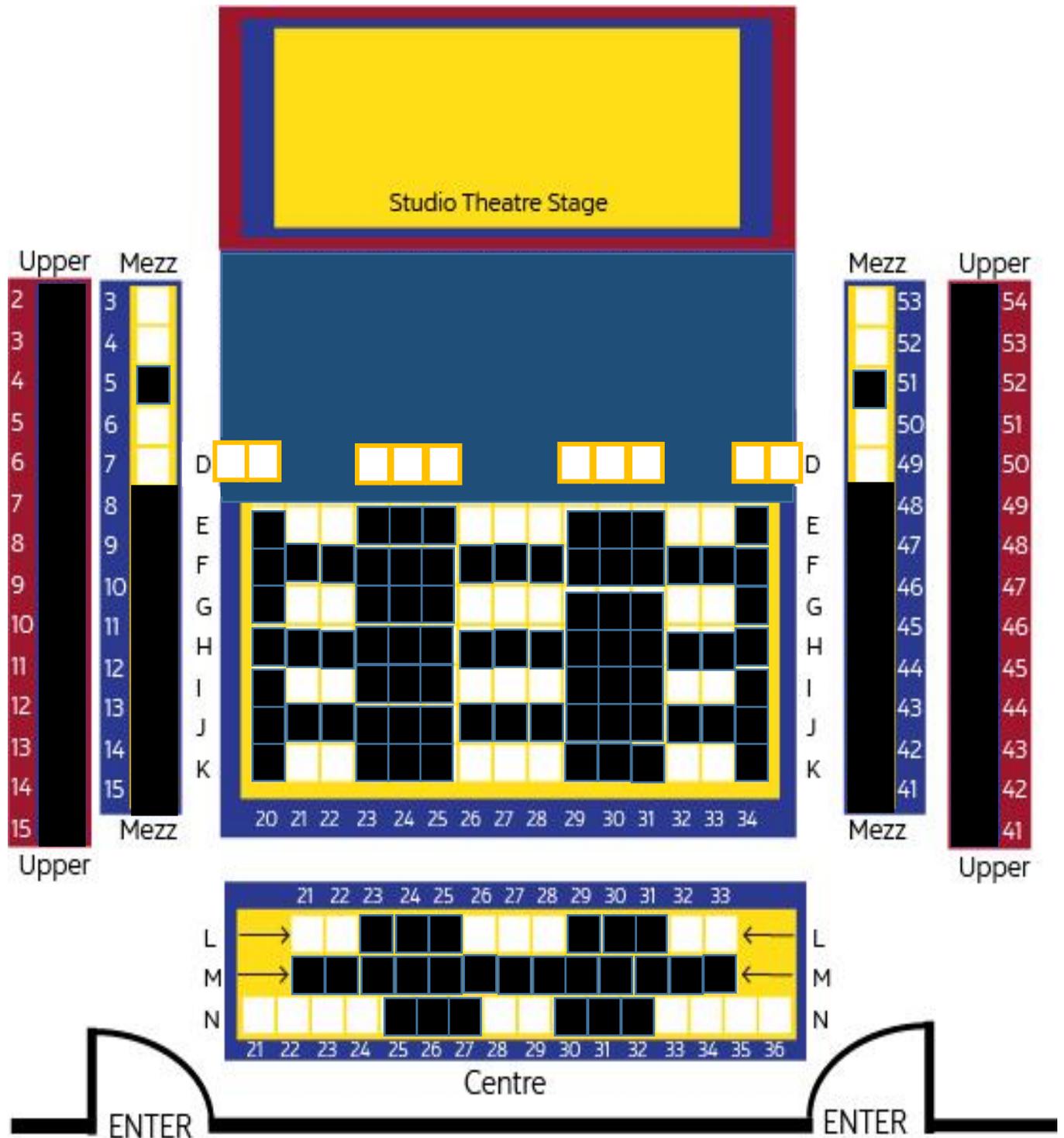
Access: Through backstage hallway

Washroom: Dressing rooms

FLAT FLOOR (Cabaret) SEATING MAP



RAKED SEATING MAP



EVERGREEN STAFF PROTOCOLS

The following protocols outline behaviours and actions expected from Evergreen staff with regards to events:

- Evergreen staff will maintain physical distancing whenever possible while preparing for and operating any event.
- Specific event staff will use radios to communicate operational and safety information during the event. Radios will be disinfected with 70% isopropyl alcohol spray before and after use.
- Evergreen staff will wash or sanitize their hands frequently throughout the event, including:
 - Before and after the event
 - After using the washroom
 - Before donning and after doffing any mask, face shield, or other barrier PPE
 - After cash transactions at the Box Office
 - Before and after serving food and beverages
 - Before and after handling any equipment or materials provided by the artist
- Adequate staffing will be provided for each event to support standard operations and ensure proper oversight of COVID-19 safety policies.
- A minimum of one hour will be scheduled between events on the same day to allow for staff to undertake reset and cleaning procedures.
- All relevant Evergreen staff have been trained in proper cleaning procedures and sufficient supplies are available for cleaning purposes.
- Only scheduled staff, contracted clients and artists, and registered patrons will be allowed entry to the venue. All participants must be accounted for to support contact tracing efforts.
- All Evergreen staff will wear masks whenever patrons and artists are in the venue for an event.
- Patrons are expected to wear masks at all times when attending an event in the theatre except when seated at a table. Single use masks will be made available for patrons who do not have one.
- Masks are mandatory for artists during load-in and setup. They may remove their masks for rehearsals and performances or when in their private dressing room. Single use masks will be made available for artists, if needed.
- Anyone unwilling or unable to comply with COVID-19 safety policies, or associated respectful workplace policies, will be asked to leave the venue.

COVID-19 Safety Support Team

The staffing for each event will include a minimum of two designated COVID-19 Safety Support Team members; one in a front-of-house position to oversee patron activities, another in a backstage position to oversee artist and crew activities. This role may be filled by staff with other job responsibilities so long as those responsibilities do not require a person to unreasonably divide their attention from the primary task of COVID-19 oversight.

- The Evergreen Front-of-House Coordinator will act as a representative of the COVID-19 Safety Support Team in the front-of-house position for all events held in the studio theatre.
- The Evergreen Supervisory Technician will act as a representative of the COVID-19 Safety Support Team in the backstage position for all events presented by the Evergreen Cultural Centre in the studio theatre.
- Clients renting the studio theatre for events will be asked to provide their own staff designate to oversee COVID-19 compliance for their artists and crew. Clients unable to provide a designate will have the option to hire a designate provided by Evergreen.

FRONT-OF-HOUSE PROTOCOLS

The following protocols outline systems developed to support Front-of-House operations and patron management with regards to events:

Purchasing Tickets

- Patrons are encouraged to purchase tickets online through our website at www.evergreenculturalcentre.ca/tickets
- For in-person purchases, our box office will be open to the public Monday through Friday from 12pm to 5pm and one-hour before performances for rush seating ticket purchases.
- Our box office is enclosed and uses a microphone for communication and a small access window in the glass to conduct patron transactions.
- As a condition of ticket purchase, all patrons agree to abide by the policies listed in the Evergreen Cultural Centre COVID-19 Safety Plan. They also accept the inherent risk of attending any public event during a pandemic.
- Patrons may purchase as many tickets as they like; however, only four people maximum may sit together at a table in cabaret seating. Tables will not be joined for larger parties.
- Patrons will receive an email two days prior to the performance reminding them of COVID-19 safety policies and what to expect when attending an event. This email will also include a link to an online Health Declaration they can complete before they arrive.
- Patrons needing to change or cancel their tickets for any reason should contact the Box Office directly at 604.927.6555.

Arriving at the Venue

- Patrons will enter through the main lobby doors before the performance and exit through any of the eight lobby doors after the performance.
- Distancing markers are installed along the covered portico outside the main lobby doors to assist patrons in lining up safely.
- Pop-up banners reminding patrons what is expected of them inside the venue will be on display outside the lobby entrance. Information will include:
 - Asking patrons to self-assess for symptoms of COVID-19 before entering the venue
 - Reminder to maintain 2-metre physical distancing
 - Reminder to wash or sanitize hands frequently
 - QR code and links to the Evergreen Cultural Centre COVID-19 Safety Plan
- Doors to the venue will open 30 minutes before the performance, at which time patrons will transit directly to their seats.
- The Front of House Greeter will check in patrons outside the venue. This person will be provided with a list of names of registered patrons and whether or not they have completed a Health Declaration.
- Any patrons who have not completed the Health Declaration online will be redirected to the Box Office to complete a declaration in person before entering the venue.
- Patrons who answer “yes” to Health Declaration questions, or appear to be ill, will not be permitted to enter the venue.
- All patrons will be directed to use hand sanitizer or wash their hands in the lobby washrooms upon entering.
- The Front of House Coordinator will be in position inside the lobby to direct patrons to the entry doors to the theatre or to the washrooms, as needed.

- The Front of House Greeter and the Front of House Coordinator will communicate via radio or hand signals to maintain safe lobby capacity and ensure distancing as patrons transit through the lobby to the theatre.
- Coat check service is not available. Patrons are required to keep all personal belongings with them at their seats. Wet umbrellas may still be placed in the lobby umbrella stand near the main entrance.

In the Lobby

- All theatre access doors will be opened by the Front of House Coordinator before patron entry to reduce contact with high-touch surfaces by both patrons and staff. The Front of House Coordinator will close necessary doors at the beginning of the performance.
- Patrons will enter the theatre through the two standard entrances on the main lobby level.
- If a patron requires elevator access to the lower level, the Front of House Coordinator will direct them to the elevator and give instruction for entering the theatre through the lower House Left door. Only one person or “bubble” will be allowed in the elevator at a time.
- There will be no intermission during shows so overall traffic should be “everybody in, everybody out”.
- If a patron needs to leave the lobby before or during the performance, the patron must re-enter through the main door.
- Patrons needing to exit the theatre during the performance to use the washroom will be directed out through the lower lobby doors to use the universal washroom in the lower lobby.
- Most of the furniture in the lobby will be removed, except for a small number of distanced seats to accommodate guests with mobility issues.
- At this time, there will be no in-person merchandise sales. Patrons are encouraged to visit the website of their favourite artists to purchase merchandise.

Food and Beverage Service

- Standard walk-up concession services are not available at this time.
- All food and drink must be pre-ordered at the time of ticket purchase. No food or drink will be available for purchase during the event to minimize interaction between staff and patrons.
- Commercially-wrapped snacks will be placed on tables before patrons arrive for those who have pre-purchased a snack and beverage package as part of their ticket.
- Beverages will be served to tables by Front of House staff once patrons are seated. Front of House staff will wear masks and gloves during beverage service.
- No food or drink will be left opened and exposed to air before serving to patrons. Any food served from communal serving dishes (appetizer trays, buffet chafing dishes, dessert platters, etc) is prohibited at events.
- Used dishware will remain on tables until the audience has vacated the theatre. Staff will wear gloves when collecting used to dishware to be washed. All dishware will be washed in the commercial dishwasher in the green room.

Washrooms

- Every other stall or urinal in the washrooms will be blocked off, and blocked stalls will be clearly marked as unavailable.
- Washrooms will be disinfected before the audience arrives and immediately after the performance begins.

- Information signage is installed at the entrances to the washrooms reminding users to maintain physical distance.
- Wall-mounted paper towel dispensers have been replaced with countertop dispensers located at sink stations to encourage a smoother flow of patron traffic.

In the Theatre

- Seating maps have been developed for both “raked seating” and “cabaret seating” layouts that reflect two-metre distancing between audience members. Seating may be clustered for up to four patrons from the same “bubble”.
- Unused seats will be covered or removed, where possible. Limited seating is available in the mezzanine areas.
- “Cabaret seating” has been measured and marked on the floor with tape to ensure a minimum of 2 metres between the backs of the chairs at each table.
- The nearest seat in the audience will be located a minimum of 3 metres (10 feet) from the nearest performer.
- Patrons must remain in their seats for the duration of the performance.
- Patrons are instructed to complete the contact tracing form that has been placed on their table. This information will be kept on record for 30 days and provided to health authorities if requested.
- Until further notice, performances will be shortened to less than 90 minutes and will not include an intermission.
- At the end of the performance, Front of House staff will open all four doors to the theatre. Ushers will encourage patrons to exit through the door closest to their seat to support physical distancing.
- Between performances, Front of House staff will disinfect all hard surfaces in the theatre. For raked seating, these include stair railings, arm rests, and door contacts.
- In addition to hard surface cleaning, tablecloths and chair covers will be used for performances with cabaret seating. Cloths and covers will be removed after each performance and washed in the onsite laundry.
- If a patron is excessively coughing or sneezing during a performance, they may be asked to leave.

Cleaning Protocols

- The facility and all high-touch surfaces are cleaned daily by our professional cleaning staff.
- Washrooms and high-touch surfaces will be disinfected before patrons arrive and immediately after the performance begins and all patrons are inside the theatre.
- Front of House staff are responsible for cleaning lobby areas and associated washrooms, access doors, and event equipment specific to patrons.

Staff positions for most events include:

Greeter – outside main entrance

Box Office – inside box office/receive latecomers

FOH Coordinator – FOH Float/FOH safety support

Usher 1 – on floor house left/server

Usher 2 – on floor house right/server

Tech 1 – lighting operator

Tech 2 – sound operator

Supervisory Tech – backstage float/safety support

Event MC – between doors in main lobby/on stage before and after event

PRODUCTION PROTOCOLS

The following protocols outline behaviours and actions expected from artists with regards to events:

Contracting the Event

- Artists will receive a copy of the Evergreen Cultural Centre COVID-19 Safety Plan and are required to agree to comply with the protocols therein as a condition of their contract.
- Artists are required to submit their own safety plan for review by the ECC JHSC as a condition of their contract. Artist plans must meet or exceed the venue plan.
- Artists will work with the technical staff to develop safe operational procedures for the event in advance of the event date.
- Artists may schedule onsite venue visits for up to six people for production planning purposes.
- Artists should expect a significant increase in the amount of time necessary to accomplish the usual tasks associated with putting on an event. **DO NOT UNDERESTIMATE THE AMOUNT OF TIME IT TAKES TO OPERATE PROPERLY UNDER COVID RESTRICTIONS.**
- At this time, no in-person merchandise sales, sponsor booths, or other physical display setups are permitted. Artists are encouraged to develop online sales platforms for merchandise. The Evergreen Marketing team can help promote sales and sponsorships through our advertising channels.
- Any hospitality provided to artists must be limited to commercially-prepared, individually-wrapped food and beverage items.
- Evergreen crew, in cooperation with the General Arts Manager and Executive Director, retain ultimate authority to cancel a performance at any time if any member of the company exhibits symptoms of illness, or is unwilling or unable to comply with COVID-19 safety policies.

Arrival

- Artists should self-assess for symptoms of COVID-19 before entering the venue. Anyone showing signs of illness will not be allowed to enter.
- Evergreen tech staff will meet artists outside the stage door and give a brief reminder of all safety protocols. A pop-up banner reminding artists what is expected of them inside the venue will be on display outside the stage door.
- All artists are required to complete a health declaration on the day of the event before entering the building. For multi-day events, a separate health declaration must be completed for each day.
- Contact information collected as part of the health declaration will be provided, if requested, to public health authorities for the purpose of contact tracing. Contact tracing records are retained for 30 days.
- Evergreen staff will wear masks whenever artists or patrons are in the building.
- Artists are required to wear masks during load-in and setup. Artists may remove their masks for rehearsal and performance. Single-use masks will be made available to artists, if needed.
- Artists are expected to maintain 2 metres (6 feet) of physical distance from anyone not in their household or “bubble” in backstage areas. Signage and distancing markers are installed in backstage areas to support physical distancing.
- Dressing rooms have limited capacities and will be designated for individual performers or groups. Distanced workstation spaces are taped out on the countertop of chorus dressing rooms.
- The green room is available to artists for storing and preparing personal food items only. Artists should take breaks in their dressing rooms or outside the venue.
- Washrooms for handwashing are available in all dressing rooms.
- Hand sanitizer is available in the backstage hallway and in the stage left and stage right wings.

- Artists from the same household, or operating in a “work bubble”, do not need to maintain physical distance from one another. To operate in a “work bubble”, artists must complete an exemption document listing the names of everyone involved in the event who is in the “bubble”.

REMINDER: The use of any masks, face shields, or other barrier PPE is **not a replacement** for physical distancing. They are only to be used as extra protection for short periods of time when physical distancing may not be possible.

Load-In

- Evergreen crew may assist in the loading in of equipment related to the show under the following conditions:
 - Artists are responsible for loading any personal items – coats, purses, backpacks, costume pieces not in suitcases.
 - Artists should unload equipment from vehicles on to the loading dock floor or on to the ground in the parking lot to prevent crowding around vehicles. Evergreen crew will retrieve the equipment from these locations and carry it to the theatre.
 - In the event that an item requires two or more people to lift and move safely, all persons involved must wear masks.
- Evergreen crew will wash or sanitize their hands before and after handling any equipment brought in for an event.

Set-Up

Theatrical Performance

- Evergreen crew will endeavor to preset as much onstage equipment as possible before the artist arrives.
- Artists are asked to develop operational procedures that prioritize COVID-19 safety controls.
- Methods to ensure physical distancing between artists will be determined by the needs of the production and integrated into the layout of the stage space.
- When construction or assembly tasks require more than one person to complete safely, every effort will be made to work in consistent teams and to minimize the length of time workers spend in close proximity with one another.
- When possible, Evergreen crew will use tools from the Evergreen shop to assist with assembly. All crew members are equipped with personal protective equipment that is for their use only.
- Evergreen crew will wash or sanitize their hands before and after using tools provided by the artist.
- Where practicable, artists will be provided with equipment dedicated specifically to them for the duration of the event (microphones, cables, chairs, stands, etc). Any equipment worn on or making contact with the head or face must only be used by one artist.

Live Music

- Evergreen crew will endeavour to preset as much onstage equipment as possible before the musicians arrive. Microphones and monitors will be tested for signal and balance and then disinfected according to the manufacturer’s recommendations.
- ECC crew will clear the stage while musicians place themselves and their instruments.
- Musicians not in a “bubble” must set up with a minimum of 2 metres distance between instrumentalists and 3 metres distance in front and to the side of vocalists.
- Methods to ensure physical distancing between artists will be determined by the needs of the production and integrated into the layout of the stage space.

- Once artists are satisfied with the layout, they will clear the stage and the crew will step in to finalize the placement of microphones and cables.
- Musicians may return to the stage to begin sound check once the crew is clear and the audio engineer is in place to begin mixing.

Multi-Act Events

- For events with more than two performing groups, a backstage coordinator or Stage Manager is required to schedule and oversee artist access, and to coordinate movements between the backstage and performance areas to maintain physical distancing and room capacities.
- Extra COVID-19 Safety Support Team members may be needed to manage safety communications, health declarations, and backstage safety support.
- Artist arrival for rehearsals and performances may be staggered to meet the capacity requirements for the stage and backstage areas and to limit the amount of time groups are in the venue together. Artists will leave the venue promptly after their rehearsal or performance.
- Dressing rooms will be designated for individual performers or groups.
- Dressing rooms will be cleaned and disinfected before being used by another group.
- Time will be scheduled appropriately to allow for a clear departure and arrival time between groups, and cleaning of dressing rooms, equipment, or floors as necessary.

During the Performance:

- Artists must maintain a minimum of 3 metres (10 feet) from the nearest audience member. Clear distancing markers will be placed on the edge of the performance area.
- Audience members will not be allowed to leave their seats during the performance.
- Performances will be shortened to less than 90 minutes and there will be no intermission.
- Artists requiring time to rest or set equipment should plan to incorporate this time into their act.

After the Performance:

- Artists are asked to say farewell to their audience from the stage. Artists are encouraged to add Q&A sessions and push online merchandise sales and upcoming events to enhance the interactive experience for the audience.
- At the end of the performance, artists will exit into the backstage hallway or to their dressing rooms until the audience clears the theatre.
- Artists will not be able to meet with audience members in the lobby. Guests of the artists will not be permitted to wait in the facility or enter the backstage areas. Artists should arrange to meet their guests elsewhere after they are struck from the venue.
- Artists and crew are reminded that COVID procedures are still in place at the end of an event. Be aware not to skip important steps due to tiredness or a desire to just get the job done.
- Once the audience is clear of the theatre, artists may return to the stage to begin the strike. Artists are asked to load-out and leave the venue promptly.

Tech Requirements:

- Due to constricted workspaces in the booth and stage left and stage right wings, all event crew are required to wear masks during the event.
- Stage crew will position themselves in locations that minimize close contact with performers or other crew members. It may be necessary to choreograph crew relocation as part of the performance.

- The technical booth at Evergreen can accommodate three physically distanced crew positions. If additional technicians are required, positions may be relocated to the mezzanine seating at the back of the house or other appropriate location.
- Headsets provided for crew communication will be disinfected with 70% isopropyl alcohol spray before and after each event. When possible, crew are encouraged to use their own headsets.
- The use of fog, haze, or smoke is prohibited, as these theatrical effects can induce coughing.
- At this time, communal Timbit box penalties for lateness are suspended.

Cleaning Protocols:

- The facility and all high-touch surfaces are cleaned daily by our professional cleaning staff.
- On multi-show days and between groups, technical crew are responsible for cleaning backstage areas and associated dressing rooms, washrooms, access doors, and event equipment specific to artists and crew.
- **Technical crew will wear gloves** when removing any dishware, garbage, or personal items left behind backstage.
- **Isopropyl alcohol and surface disinfectant supplies will be provided at all crew positions for use during the event.**
- A cleaning kit with general-purpose cleaner, disinfectant, and instructions and supplies for use will be provided by the venue to the stage crew for cleaning of shared spaces and high-touch surfaces during the event.
- Equipment used during the event will be cleaned and disinfected according to the manufacturer's recommendations at the end of each event and/or before use by another artist.
- The stage floor will be mopped with hot water and general cleaner by janitorial staff each night. Technical crew will mop the stage between unique dance groups and as required by an artist's safety plan.

ADAPTED EMERGENCY PROCEDURES

All Evergreen crew and Front of House staff are certified in OFA Level One and have read the guidelines for administering first aid during the COVID-19 pandemic.

<https://www.worksafebc.com/en/resources/health-safety/information-sheets/ofaa-protocols-covid-19-pandemic?lang=en>

In the event of an emergency evacuation, priority is given to the immediate safety of all occupants of the venue. Occupants will be asked to don their mask and to evacuate calmly but quickly through the nearest safe exit. Physical distancing will be re-established under the guidance of Evergreen staff once occupants reach the evacuation muster point.

RESOURCES

Actsafes Safety Association – COVID-19 Resources for the Arts and Entertainment Industries
<https://www.actsafe.ca/covid-19-resources-for-the-arts-and-entertainment-industries/>

WorkSafe BC – Performing Arts: Protocols for Return to Safe Operation
<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/performing-arts>

APPENDIX B: ART GALLERY

This appendix is specific to the Art Gallery and adjoining spaces at the Evergreen Cultural Centre.

- The Art Gallery is a 1500 square foot exhibition with high ceilings and optional moveable walls.
- The room is accessed from the gallery hallway through the main exterior doors, or from the Main Lobby during events. A single door connects the Gallery to the Visual Arts Office.
- The Gallery washroom is located in the mezzanine off Studio A and is shared by Studios A & B.
- The Gallery shares its HVAC system with the Visual Arts Office and Box Office.

Art Gallery

Dimensions: 50'x30' – 1500 sq feet – 139 sq metres

Capacity: 27 people moving / 40 people seated*

Access: Main Gallery door or Main lobby doors

Washroom: Mezz A washroom or main lobby washroom

*room can be used in conjunction with lobby or theatre events to increase overall capacity

*capacity may be reduced as exhibits take up floor space

The Art Gallery at Evergreen is most commonly used for:

- Exhibiting professional artwork to public and invited audiences
- Hosting receptions and tours associated with exhibits
- Activities related to exhibition setup and teardown (artwork handling, construction, painting)
- Registered school workshops led by Evergreen staff
- Spring and summer children's camps led by Evergreen staff

The following are the identified risks specific to COVID-19 transmission associated with the structure and common uses of the Art Gallery spaces:

- Public interaction during gallery hours
- Public interaction during events and educational workshops
- Some tasks require staff to work briefly in close proximity (heavy lifting, movement of large items)

The following are the existing and additional controls provided to minimize risk of COVID-19 transmission:

1. Elimination
 - a. Room capacity set based on activity using BC CDC guidelines.
 - b. Cancellation of most events and educational workshops.
2. Engineering
 - a. Installation of plexiglass barriers in gallery hallway and at gallery assistant desk.
 - b. Removal of unnecessary equipment and furnishings to increase open floor space and reduce touchable surfaces.
3. Administrative
 - a. Communication of the Evergreen COVID-19 Safety Plan and usage policies with all potential artists, presenters, and exhibitors prior to contract signing.
 - b. Development of an independent Gallery Operations and Safety Manual.
 - c. Posted signage at exterior doors stating room capacities and COVID-19 safety protocols.
 - d. Physical distancing markers installed on exterior walkways leading to access doors.
 - e. Physical distancing markers and directional signage installed on interior surfaces as needed for exhibits.

Evergreen Cultural Centre
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- f. Access and communication procedures to manage public entering and attending gallery exhibits.
 - g. Enhanced cleaning and disinfection protocols of high-touch surfaces, plexiglass barriers, and washrooms.
 - h. Contact tracing program for gallery visitors.
4. Personal Protective Equipment (PPE)
- a. Patrons are expected to wear a mask at all times when visiting the Art Gallery at Evergreen.
 - b. Staff wear non-medical masks at all times except when at their personal workstation.

APPENDIX C: REHEARSAL HALL

This appendix is specific to the Rehearsal Hall and adjoining spaces at the Evergreen Cultural Centre.

- The Rehearsal Hall is a 1500 square foot dance studio with high ceilings and mirrored walls.
- The room is most often accessed by the Stage Door and requires users to pass through the Loading Dock. There are two other exterior doors that provide access through small alcoves.
- There are two universal washrooms in the adjoining Loading Dock that are dedicated to users of the Rehearsal Hall.
- The Rehearsal Hall has its own independent HVAC system and two user-activated ceiling fans.

Rehearsal Hall

Dimensions: 50'x30' – 1500 sq feet – 139 sq metres

COVID Capacity: 27 people moving / 40 people seated

Access: Stage Door/Rehearsal Hall exterior doors

Washroom: Loading Dock

The Rehearsal Hall at Evergreen is most commonly used for:

- Registered school workshops led by Evergreen staff
- Spring and summer children's camps led by Evergreen staff
- Weekly classes led by outside user groups
- Occasional/annual/year-end events led by outside user groups

The following are the identified risks specific to COVID-19 transmission associated with the structure and common uses of the Rehearsal Hall:

- Increased risk of transmission based on activities that are common in this space (dance, singing).
- Increased risk of cross-transmission between groups attending in series for the same event (eg: beginner and advanced classes in the same booking time).
- Participants gathering outside access doors before and after an event.
- Maintaining physical distancing between participants inside studios.
- Management of shared equipment (tables, chairs, etc) and high-touch surfaces.
- Limited washroom/handwashing facilities.
- Single touch-operated water fountain in loading dock.

The following are the existing and additional controls provided to minimize risk of COVID-19 transmission:

1. Elimination
 - a. Room capacity set based on activity using BC CDC guidelines.
 - b. Room capacity adjusted to a LOWER number for activities that markedly increase respiration or involve singing or shouting.
2. Engineering
 - a. Physical distancing markers installed on exterior walkways leading to access doors.
 - b. Physical distancing markers installed on interior floor surfaces as needed for events.
 - c. Removal of unnecessary equipment and furnishings to increase open floor space and reduce touchable surfaces.
 - d. Replacement of touch-operated drinking fountain with touch-free sensor model (Fall 2020).
3. Administrative

Evergreen Cultural Centre
COVID-19 Safety Plan

- a. Communication of the Evergreen COVID-19 Safety Plan and usage policies with all potential user groups prior to contract signing.
 - b. Pre-event safety meetings as needed with potential user groups to assess and plan for risk.
 - c. Event Safety Plan specific to the activities of each unique user group must be provided by the user group as part of their usage agreement.
 - d. Ongoing supervision and communication with user groups to ensure adherence to safety plan.
 - e. Posted signage at exterior doors stating room capacities and COVID-19 safety protocols.
 - f. Enhanced cleaning and disinfection protocols of high-touch surfaces, washrooms, and equipment will take place between each unique event.
 - g. Approved supplies and instructions for use will be provided to user groups for cleaning and disinfection during events.
4. Personal Protective Equipment (PPE)
- a. Users are expected to wear masks when participating in programs offered at Evergreen. Specific protocols for wearing masks will be developed for individual programs based on the nature of the activity and variables such as duration, location, and the number of participants.

APPENDIX D: STUDIOS

This appendix is specific to the Studio spaces at the Evergreen Cultural Centre.

- Studios A, B, C, and D are classroom-style spaces located in the west wing of the facility.
- All studios have the option of external or internal access doors.
- Studios A and B share a single universal washroom; Studio C and D share two universal washrooms.
- The washroom for Studios A and B is also used for Gallery visitors.
- Studios A and D share a forced air HVAC system; Studios B and C share a forced air HVAC system. All studios have user-activated ceiling fans.

Studio A

Dimensions: 52'x23' – 1196 sq feet – 110 sq metres
COVID Capacity: 22 people moving / 29 people seated
Main Access: Studio A exterior door
Washroom: Mezz A washroom

Studio B

Dimensions: 42'x17' – 714 sq feet – 66 sq metres
COVID Capacity: 13 people moving / 18 people seated
Main Access: Studio B exterior door
Washroom: Mezz A washroom

Studio C

Dimensions: 31'x14' – 434 sq feet – 40 sq metres
COVID Capacity: 8 people moving / 12 people seated
Main Access: Studio C exterior door
Washroom: Lower studio washrooms

Studio D

Dimensions: 45'x17' – 765 sq feet – 71 sq metres
COVID Capacity: 14 people moving / 19 people seated
Main Access: Studio D exterior door
Washroom: Lower studio washrooms

The Studio spaces at Evergreen are most commonly used for:

- Registered school workshops led by Evergreen staff
- Spring and summer children's camps led by Evergreen staff
- Weekly classes led by outside user groups
- Monthly meetings hosted by outside user groups
- Occasional workspace for special Evergreen projects

The following are the identified risks specific to COVID-19 transmission associated with the structure and common uses of the studio spaces:

- Single entrance/exit points from each studio.
- Participants gathering outside access doors before and after an event.
- Maintaining physical distancing between participants inside studios.
- Management of shared equipment (tables, chairs, etc) and high-touch surfaces.

- Limited washroom/handwashing facilities that are used by more than one studio.

The following are the existing and additional controls provided to minimize risk of COVID-19 transmission:

1. Elimination
 - a. Studios A, B, C and D will be considered a common space and shall not exceed a combined capacity of 50 people at any one time.
 - b. Individual room capacities are set based on activity using BC CDC guidelines.
 - c. Room use scheduled to reduce sharing of limited washroom spaces between user groups.
2. Engineering
 - a. Worktables with plexiglass barriers provided as needed for workshops.
 - b. Secondary handwashing sinks in Studios B, C, and D.
 - c. Removal of unnecessary equipment and furnishings to increase open floor space and reduce touchable surfaces
3. Administrative
 - a. Communication of the Evergreen COVID-19 Safety Plan and usage policies with all potential user groups prior to contract signing.
 - b. Pre-event safety meetings as needed with potential user groups to assess and plan for risk.
 - c. Event Safety Plan specific to the activities of each unique user group must be provided by the user group as part of their usage agreement.
 - d. Ongoing supervision and communication with user groups to ensure adherence to safety plan.
 - e. Posted signage at exterior doors stating room capacities and COVID-19 safety protocols.
 - f. Physical distancing markers installed on exterior walkways leading to each studio.
 - g. Physical distancing markers installed on interior floor surfaces as needed for events.
 - h. Enhanced cleaning and disinfection protocols of high-touch surfaces, washrooms, and equipment will take place between each unique event.
 - i. Approved supplies and instructions for use will be provided to user groups for cleaning and disinfection during events.
4. Personal Protective Equipment (PPE)
 - a. Users are expected to wear masks when participating in programs offered at Evergreen. Specific protocols for wearing masks will be developed for individual programs based on the nature of the activity and variables such as duration, location, and the number of participants.

APPENDIX E: ADMINISTRATION OFFICES

This appendix is specific to the Administration Offices at the Evergreen Cultural Centre.

- Staff administrative workstations are located in a variety of rooms in the facility.
- Access to these office spaces is often through single doors from interior hallways and rooms.
- No offices have dedicated washroom/handwashing facilities.
- The Main Administration Office has an independent HVAC system; all other offices share HVAC systems with adjoining spaces.
- All office spaces are used for typical administrative work – computer use, documentation, communications, research, casual discussions, etc.
- All employees with administrative duties have their own designated workstation.
- In-person interactions within office spaces mostly involve staff from the same office.

Main Administration Office

Dimensions: 20' x 42' – 840 sq feet – 78 sq metres

Capacity: 15 people

Access: Through Main Lobby

Nearest Washroom: Main Lobby

Identified Risks:

- Single entry/exit door to main office
- Constricted workspace around photocopier/mailboxes
- Shared equipment (photocopier, laminator, cutter)
- Staff “clustering” during casual discussions

Controls:

- Existing desk arrangement supports physical distancing
- Remote/Work-from-Home arrangements for staff
- Distancing markers around photocopier/mailbox area limiting entry
- Sanitization supplies and instructions posted at photocopier
- Signage reminding staff to wash hands after using shared equipment/appliances
- Staff provided with personal sanitation and disinfection supplies and instructions for use
- Staff encouraged to conduct casual discussions in open rooms or outside

Visual Arts Office

Dimensions: 9' x 24' – 216 sq feet – 20 sq metres

Capacity: 4 people

Access: Main Gallery hallway

Nearest Washroom: Mezz A or Studio C

Identified Risks:

- Constricted workspace
- Shared equipment (refrigerator)
- Staff “clustering” during casual discussions
- Public interaction during gallery hours

Controls:

- Removal of fourth desk and repositioning of remaining desks to support physical distancing
- Relocation of fourth workstation to gallery
- Remote/Work-from-Home arrangements for staff
- Staff provided with personal sanitation and disinfection supplies and instructions for use
- Signage reminding staff to wash hands after using shared equipment/appliances
- Staff encouraged to conduct casual discussions in open rooms or outside
- Reduced public hours for Gallery

Box Office

Dimensions: 7' x 13' – 91 sq feet – 8 sq metres

COVID Capacity: 1 person

Access: Through Main Lobby

Nearest Washroom: Main Lobby

Identified Risks:

- Single entry/exit door to office
- Constricted workspace
- Staff in-person interaction with other departments
- Public interaction during Box Office hours
- Shared equipment (ticketing computer, POS terminal, refrigerator)
- Handling of shared/public materials (documents, tickets, credit cards)

Controls:

- Remote/Work-from-Home arrangements for staff when possible
- Limit of one staff member at a time working in the Box Office space
- No entry for anyone other than the scheduled Box Office worker
- Posted signage on Box Office door reminding others not to enter
- Meetings and discussions to be held via phone or email, or out in the open lobby
- Addition of second phone handset to provide workers with individual equipment
- Increased promotion of online/phone transactions to reduce in-person interaction
- Posted signage on box office window with clear instructions for in-person transactions
- Box office is enclosed and uses a microphone for communication and a small access window in the glass to conduct patron transactions
- “Passing basket” to transport cards/tickets/documents through transaction window
- Upgrade to tap-enabled system for credit/debit purchases
- Staff to wear gloves and sanitize hands after handling cash transactions
- Cleaning and disinfecting of all workstation surfaces and the beginning and end of each shift
- Cleaning and disinfecting of window barrier and exterior counter at the end of each workday
- Disinfection of high-touch items – phones, transaction devices, keyboards – after each use

Tech Office

Dimensions: 12' x 10' – 126 sq feet – 11 sq metres

COVID Capacity: 2 people

Access: Through Loading Dock

Nearest Washroom: Loading Dock

Identified Risks:

- Single entry/exit door to office
- Constricted workspace
- Shared equipment (shop tools, building materials, PPE, radios)
- Staff “clustering” during casual discussions
- Public interaction with Rehearsal Hall and Theatre users
- Some tasks require staff to work briefly in close proximity (heavy lifting, movement of large items)

Controls:

- Existing desk arrangement supports physical distancing
- Reduced work hours and split scheduling where possible
- Creation of co-worker “bubble” of two staff members
- Signage reminding staff to wash hands after using shared equipment/appliances
- Staff provided with personal sanitation and disinfection supplies and instructions for use
- Staff encouraged to conduct casual meetings in open rooms or outside
- Public are not admitted into Tech Office or shop areas
- Designated radios and PPE for each staff member

APPENDIX F: PROPER HANDWASHING TECHNIQUES

HAND WASHING STEPS

 0 Wet hands with water	 1 Apply enough soap to cover all hand surfaces	 2 Rub hands palm to palm	 3 Right palm over left dorsum with interlaced fingers and vice versa	 4 Palm to palm with fingers interlaced	 5 Backs of fingers to opposing palms with fingers interlocked
 6 Rotational rubbing of left thumb clasped in right palm and vice versa	 7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa	 8 Rub each wrist with opposite hand	 9 Rinse hands with water	 10 Dry hands thoroughly with a single use towel	 11 Your hands are now safe

 World Health Organization	Patient Safety <small>A World Alliance for Safer Health Care</small>	SAVE LIVES <small>Clean Your Hands</small>
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HOW TO CLEAN YOUR HANDS

Gloves do not replace excellent hand hygiene.

HOW TO HAND WASH

 1 Wet hands with warm (not hot or cold) running water	 2 Apply liquid or foam soap	 3 Lather soap covering all surfaces of hands for 20-30 seconds
 4 Rinse thoroughly under running water	 5 Pat hands dry thoroughly with paper towel	 6 Use paper towel to turn off the tap

a  Rub back of each hand with palm of other hand

b  Rub fingernails of each hand in opposite palm

c  Rub each thumb clasped in opposite hand

APPENDIX G: WORKSTATION SANITATION INSTRUCTIONS

Proper sanitization is a **three-step** process:

1. If needed, use an all-purpose cleaning chemical and a cloth or paper towel to remove visible dirt.
2. Spray or wipe disinfectant on the surface. The disinfectant must remain **wet** for the required amount of time to be effective.
3. Rinse frequently touched surfaces, especially those used for food, with potable water.

General Workstation Sanitization Notes:

- Staff are encouraged to keep personal workspaces (desks, supply stations, etc) free of clutter to facilitate thorough cleaning.
- Wherever possible, each workspace should be stocked with frequently used items (pens, staplers, tape, etc) to avoid sharing between staff.
- Personal items (coats, bags, etc) should be kept at the workspace or in a location used only by that staff person.
- Wash personal water bottles and coffee mugs frequently.

End of Shift Workstation Cleaning Checklist

- Clear your desk – put away papers and work supplies.
- Clean shared equipment with disinfecting wipes or surface sanitizer and put away.
- Does your desk LOOK DIRTY? Spray with all-purpose cleaner and wipe with paper towel.
- Does your desk LOOK CLEAN? Spray with surface sanitizer and leave to dry.
- Wash any mugs or water bottles with soap and hot water.
- Spray keyboard and mouse with 70% IPA – leave to dry.
- Spray desk phone with 70% IPA – wipe ear and mouth pieces and buttons and touch screen with tissue.
- Spray the arms of your chair with surface sanitizer.
- WASH YOUR HANDS

List of Personal Sanitation Supplies

Hand & Surface Sanitizer

To sanitize hands when soap and water are not available.
Can also be used to sanitize hard surfaces (desks, handles).

70% Isopropyl Alcohol (IPA)

For use on electronics – spray thoroughly and wipe or let dry.
Perfect for phones, computer equipment, touch screens.

Disinfecting Wipes

To sanitize oddly-shaped shared equipment – use sparingly!
Use on cutters, photocopier, laminator, kitchen appliances.

APPENDIX H: WASHROOM SANITATION INSTRUCTIONS

Washrooms are to be sanitized prior to the beginning of each event and at regular intervals as required by the event. Sanitization may be the responsibility of the janitorial team, Evergreen staff, or a user group representative.

1. Always start by putting on the proper personal protective equipment. Gloves and mask are necessary when undertaking the washroom cleaning procedure.
2. Make sure that there is no one inside before entering the washroom. If necessary, block open the door to the washroom while you are cleaning.
3. For proper sanitization, surfaces that are **visibly dirty** should first be sprayed with all-purpose cleaner and wiped clean with a cloth or paper towel.
4. Apply disinfectant to all high-touch surfaces: toilet, sink, soap and paper towel dispensers, light switch, door handles. Allow the solution to sit on the surface for the recommended dwell time listed on the bottle.
5. Check supplies in paper towel, soap, and toilet paper dispensers. Refill if needed.
6. After waiting the recommended disinfectant dwell time, use **wet** paper towel to wipe from the top of each respective surface or fixture to the bottom. Use fresh paper towel for different parts of the washroom to prevent cross-contamination.
7. Return supplies and equipment to supply cupboard.
8. Dispose of gloves and mask and wash hands thoroughly with soap and water.

List of Washroom Sanitization Supplies

Nitrile gloves
Disposable surgical masks
All-purpose cleaner in spray bottle
Disinfectant in spray bottle
Liquid hand soap
Paper towels
Toilet paper