



Safety Lives Here:
COVID-19 Safety Plan for Indoor Events
at the FirstOntario Performing Arts Centre

The following protocols constitute the basis of the FirstOntario Performing Arts Centre's '**Safety Lives Here**' COVID-19 plan which will be immediately enforced to ensure a safe return to physically distanced indoor events within Ontario's Stage 3 parameters.

The health and well-being of our audiences, artists, volunteers and employees is of the utmost importance to us. Our '**Safety Lives Here**' protocols are informed by Niagara Region Public Health guidelines, City of St. Catharines bylaws, provincial regulations, as well as industry guides for reopening venues such as The Event Safety Alliance Reopening Guide. This document and the protocols prescribed herein are regularly reviewed and updated as changes to guidelines and gathering sizes are adjusted.

Under the government of Ontario's [Framework for Reopening our Province](#), Stage 3 allows for live shows and performing arts events with the following restrictions:

- Performers are required to maintain a physical distance of 2 meters from every other person with the exception of contact with other performers for the purposes of the performance only
- Audiences are subject to the limitations imposed by physical distancing and cannot exceed 50 people, indoors
- Performers and staff are not included in the gathering limits
- Plexiglass or an impermeable barrier is required between the audience and singers, as well as players of brass or wind instruments

Based on these restrictions and adhering to government guidelines for our industry, we have established robust safety protocols that meet or exceed required practices. Although no event can be guaranteed to be free from risk of transferring COVID-19, we are doing everything reasonable to ensure a safe return to live events at the PAC.

The PAC has appointed a **COVID Compliance Officer (CCO)** to oversee the safe execution of events. The CCO or CCO designate is on site from set up to strike for all events and is responsible for the adherence to the *Safety Lives Here* protocols by audiences, artists, volunteers and employees. The CCO is also responsible for regularly monitoring current guidelines for live events to ensure ongoing compliance to various levels of government and public health requirements for the live event industry.

Attending PAC Events - What to Expect

Audience Experience

The “**Safety Lives Here**” public protocols will be communicated to the public via the PAC website, through social media platforms and with onsite signage. Email reminders with public protocol information and updates to the event experience will be sent to all ticket holders 48 hours prior to events.

Patrons will be asked to arrive 30 minutes prior to the scheduled performance time to allow for safety protocols to be followed and all patrons will be required to follow all directional signage and physical distancing protocols while attending events at the PAC.

Once inside the PAC, audiences should expect the following:

- All venue **entry points** will be managed by PAC Staff to ensure that capacity does not exceed Stage 3 limits of permitted gatherings up to 50 people;
- **Masks will be required:** upon entry and will need to be worn at all times when in the public spaces of the PAC including lobbies, washrooms and venues;
 - * *Only children aged 4 and under are permitted to be without a mask.*
- **Designated Entry points:** Patrons will enter and exit the venue through the main box office doors or Mann Raceway doors as determined by venue or activation area. Appropriate entrance will be communicated in the email sent out 48 hours prior to the scheduled performance;
- **Onsite screening:** A PAC staff member or volunteer will ask each patron if they have reviewed the [screening questions](#) posted at the entrance confirming they are healthy and able to attend the performance;
 - **If a patron does not pass the screening questions, they will not be admitted and will be instructed to follow up with their health care provider or telehealth for appropriate next steps.*
- **Hand Sanitizer:** available at all entrances and exits. All patrons will be required to sanitize their hands before entering the PAC;
- **Contact Tracing:** One patron from each group attending, must provide a name and phone number for contact tracing purposes should it be required by public health (groups must consist of people within a [social circle](#));
 - **Contact tracing information will be kept for 30 days and then destroyed.*
- **Physical Distancing:** Patrons will be asked to maintain a physical distance of 2 meters from anyone outside their group at all times when inside the PAC;
 - **Physical distancing in the lobby will be maintained and aided by the use of decals on the floor and PAC staff and volunteers.*

- **Assigned Seating:** Seating in the venues will be assigned by PAC with a minimum of 2 meters between groups to ensure physical distancing is preserved;
 - **Seating assignments are final.*
 - **Patrons must continue to wear masks while seated in the venues of the PAC.*
- **Safety Barriers:** Patrons will notice **Plexi** or another impermeable barrier between any vocal, wind or brass performer and the audiences as prescribed during stage three live events;
 - **There will also be 4 empty rows at the front of the stage which will be a restricted zone to ensure the safety of patrons and the performers.*
- **To minimize gatherings and line-ups,** concessions will not be offered, merchandise will not be for sale in the lobby and performances will run without intermissions and outside food or beverage is not permitted;
- **Washrooms:** Washroom facilities will be available for patron use prior to, during and post events and will be subject to increased cleaning and disinfecting protocols;
 - *Access to the washrooms will be maintained by a PAC staff member or volunteer to ensure there are no lines inside the washroom and to facilitate physical distancing.
 - *PAC cleaning staff will ensure that all washrooms are cleaned hourly and will disinfect surfaces with a solution confirmed effective against the coronavirus by Health Canada.
- **Designated Exits:** At the end of the performances, PAC staff and volunteers will direct patrons to appropriate exits and will be in position to assist with physical distancing during the exit process.
 - *Patrons are encouraged to disinfect their hands as they exit using the provided hand sanitizer.

Cleaning Protocols

The PAC has instituted continuous cleaning and disinfecting of all high touch surfaces whenever audiences, artists, volunteers and employees are inside the venue. In public areas, hourly disinfecting of door handles, handrails, push plates, elevator buttons (on the inside and outside of elevators), reception desks and ticket counters, sink faucets, soap dispensers, paper towel dispensers, washroom countertops, toilet handles, water fountains, and garbage receptacles will occur. In addition:

- Washrooms are disinfected with a solution deemed effective by [Health Canada](#);
- After disinfecting, washrooms are cleaned and then disinfected again to ensure they are safe for audiences, artists, volunteers and employees;
- The PAC uses [electrostatic sprayers](#) to disinfect washrooms and venue seating areas between performances. The electrostatic technology ensures that the approved



disinfectant covers the entire surface of areas to achieve maximum effectiveness of the disinfecting process.

COVID-19 Artist Safety

Specific '**Safety Lives Here**' guidelines for visiting artists, their crew and entourage have been developed for the safe execution of live events at the PAC. All visiting artists, their crew and entourage are required to fill out the COVID-19 [screening tool](#) upon arrival and will attest to their fitness to perform at the PAC. In addition, all visiting artists, their crew and entourage are required to follow physical distancing protocols and wear masks at all times (except during the sound check and the performance).

Patrons will notice either plexi or another impermeable barrier between vocalists and musicians who play wind or brass instruments, and the audience. Artists will also be physically distanced on stage except where closer contact is required for the purposes of the performance. There will be no patron access to the area in front of stage and for the first 4 rows of seating to ensure safe distances between patrons and the artists are maintained.

Rapid Response Protocols

All artists, staff (volunteers and employees) and audience members (public), will be required to answer screening questions and affirm that they are feeling well and able to attend work or events at the PAC.

Artists Rapid Response Protocol:

- A screening checklist will be sent directly to artists and all members of their entourage before they arrive for them to fill out and bring with them. Blank copies will also be on site should any artist or member of their entourage forget to bring the screening checklist with them;
- The Technical Supervisor on duty will confirm that the Artists and all members of their entourage are feeling well and have brought their Screening checklists;
- Should an artist or a member of their entourage suddenly develop symptoms consistent with COVID-19, they will be sent home and told to contact Niagara Region Public Health for next steps;
- The Technical Supervisor on duty will notify the CCO of the symptomatic individual and the CCO will ensure that all rapid response protocols are followed;
- If the artist or any member of their entourage is in physical distress, the Technical Supervisor on duty will call 911 and request an ambulance, being sure to inform dispatch that the patient is experiencing symptoms consistent with COVID-19;

- All other members of the artist and entourage group will also be sent home and asked to contact Public Health about appropriate next steps;
- Any other individual, audience member, volunteer or employee who is discovered to have had significant contact with the affected patient will be sent home to self isolate and told to contact public health. Close contact is defined as more than 10 minutes of close contact;
- Any areas where the affected person has been will be disinfected following PAC cleaning and disinfecting protocols by PAC cleaning staff;
- The CCO in charge will call the Niagara Region Public Health and Emergency Services COVID-19 Hotline with the name of the patient that was sent home with symptoms: [905-688-8248](tel:905-688-8248) *Press 7* and then *Press 2*

Staff Rapid Response Protocol: (includes volunteers and Employees):

- All staff are required to fill out a screening checklist on their first shift and required to self screen during the sign in protocols every day thereafter attesting to their fitness for work;
- All supervisors are to confirm with their staff that they are feeling well and have no symptoms consistent with COVID-19 and have provided the screening checklist on their first day of work;
- If a staff member suddenly develops symptoms while at work, they must notify their supervisor immediately or if their supervisor is not available, a supervisor on duty. The affected staff member will be sent home immediately and instructed to contact Niagara Region Public Health about appropriate next steps;
- If the staff member is in physical distress their supervisor or a supervisor on duty will call 911 and request an ambulance, notifying them that the patient is experiencing symptoms consistent with COVID-19;
- Any other member of staff, audience, volunteers or artist and their entourage who have come in close prolonged contact with the affected staff member will be sent home and instructed to contact Niagara Region Public Health about appropriate next steps;
- The supervisor, or the supervisor on duty, will notify the CCO of the staff member experiencing COVID-19 symptoms and confirm the steps being taken. The CCO will notify the JHSC of the situation involving the staff member;
- Any areas where the staff member has been will be disinfected following PAC cleaning and disinfecting protocols by PAC cleaning staff;
- The CCO, or the supervisor of the staff member affected, will call the Niagara Region Public Health and Emergency Services COVID-19 Hotline with the name of the staff member that was sent home with symptoms: [905-688-8248](tel:905-688-8248) *Press 7* and then *Press 2* .

Public Rapid Response Protocol:

- All members of the public will be asked if they have read the screening questions at the entrances to the PAC and will confirm to a PAC staff member or volunteer that they are free of any symptoms and have not travelled outside of Canada in the last 14 days;
- The name and phone number of at least one member of any audience group will be included on the contact tracing log;
- Should a member of the public notify us that they are experiencing symptoms of COVID-19, we will confirm their name and phone number and instruct them to go home and contact Public Health about next steps;
- If the member of the public is in physical distress the CCO or a supervisor on duty will call 911 and request an ambulance, notifying them that the patient is experiencing symptoms consistent with COVID-19;
- All members of the group will be sent home and instructed to contact Niagara Region Public Health ;
- The Supervisor in charge will call the Niagara Region Public Health and Emergency Services COVID-19 Hotline with the name of the individual that was sent home with symptoms: [905-688-8248](tel:905-688-8248) *Press 7* and then *Press 2* .

Note: A thermal temperature gun is included in our safety kit and will be available should a member of the audience, a staff member or volunteer, or a visiting artist request that their temperature be taken. Should it be required, the thermal temperature gun will be disinfected between use.