



COVID-19 Safety Plan for Indoor Events 'Safety Lives Here'

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 indoor events within Ontario's [Roadmap to Reopen](#) Step 3 parameters.

The health and well-being of our audiences, artists, volunteers and staff 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.

VACCINE POLICY

As of Wednesday 22 September 2021, the FirstOntario Performing Arts Centre is requiring all members of the public aged 12 and over attending events in our facility to have received two doses of an approved COVID-19 vaccine, the second of which was administered at least 14 days prior; or be unable to receive COVID-19 vaccine for medical reasons.

Along with government issued ID, all patrons must be able to show proof of double vaccination upon entry, or a physician issued letter of medical exemption.

If tickets were purchased prior to 22 Sept 2021 and patrons are unable to attend because of their vaccination status, please contact the box office for a full refund – 905-688-0722, boxoffice@firstontariopac.ca

Under the government of Ontario's guidelines for Step 3, live shows and performing arts are permitted with the following restrictions:

- Performers are required to maintain a physical distance of 2 from members of the audience or be separated by plexi or other impermeable barrier
- Indoor capacity for seated concerts, events, performances or movies is limited to 50% of the usual seating capacity of the venue or 1,000 people, whichever is less
 - o capacity for each room limited to 50% of the usual seating capacity of the room
- Outdoor capacity for seated concerts, events, performances or movies is limited to 75% of the usual seating capacity of the venue or 15,000 people, whichever is less
- Maximum capacity must be posted
- Mask or face coverings are required indoors and outdoors at a concert, event, performance or movie
- Tickets or reservations are required for seated events



Based on these restrictions and further government guidelines for our industry, we have established safety protocols that are robust and 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 also 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 staff. 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.

Below is an overview of what you can expect when attending events at the PAC.

Audience Experience:

- “**Safety Lives Here**” public protocols will be communicated to the public via the FirstOntario 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.
- All patrons will be required to follow all directional signage and any noted protocols while attending events at the PAC.
- Upon entry, all patrons aged 12 and over will be required to show government issued ID, show proof of double vaccination upon, or physician issued letter of medical exemption.
- All venue **entry points** will be managed by PAC Staff to ensure that capacity does not exceed Step 3 limits of 50% occupancy.
 - o Masks will be required upon entry and must 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.
 - o 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.
 - o PAC will have signage reminding everyone to take a physical check of their health before entering and to not enter if exhibiting signs of COVID-19.
 - o Sanitizer will be available at all entrances and exits. All patrons will be required to sanitize their hands before entering the PAC.
 - o Contact information of purchasers will be maintained for contact tracing purposes



- Patrons will be asked to maintain a physical distance of 2 meters from anyone outside their group whenever not seated
- Seating in the venues will be purchased in groups to ensure that you are able to sit with friends and family with at least one empty seat between groups
 - Seating assignments are final
 - Patrons must continue to wear masks at all times even while seated in the venues of the PAC.
- Artist/Performers will be at least 6 feet from audience members unless there is a **Plexi** or other impermeable barrier.
- While masks, physical distancing and capacity limits are in place, bar service will not be offered for concerts or performances
- Washrooms 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 monitored 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 high touch surfaces with a solution confirmed effective against the coronavirus by Health Canada.
- 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 encourage 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 staff are inside the venue.
- In public areas, regular 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.
- 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 staff
- The PAC uses [electrostatic sprayers](#) to disinfect public areas including 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 a COVID-19 screening questionnaire upon arrival and will attest to their fitness to perform at the PAC.
- 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 may notice either plexi or another impermeable barrier between vocalists and musicians who play wind or brass instruments and the audience as deemed necessary.
- Artists will be physically distanced on stage except where closer contact is required for the purposes of the performance.

Rapid Response Protocols

- Artists Rapid Response Protocol:
 - o A screening checklist will be sent directly to artists and all members of their entourage before they arrive or completed upon arrival.
 - o The technical supervisor on duty will confirm that the Artists and all members of their entourage are feeling well and have completed active screening.
 - o 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.
 - o 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 including immediately determining any close contact with members of the group, staff or members of the public
 - o 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
 - o All other members of the artist and entourage group will also be sent home and asked to contact Public Health about appropriate next steps.
 - o 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.
 - o Any areas where the affected person has been, will be disinfected following PAC cleaning and disinfecting protocols by PAC cleaning staff.
 - o 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:
 - All staff are required to fill out a screening checklist every day before their shift attesting to their fitness to work September 16, 2021
 - 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:
 - 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
 - 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

