

INTREPID THEATRE REOPENING PROCEDURE



OBJECTIVE AND USE OF THIS DOCUMENT:

In response to the nature and high transmittable rate of the Coronavirus disease (COVID-19), many changes to existing practices and procedures within the theatre industry have taken place. In accordance with local, regional and international public health and safety authorities, the following manual will outline the steps needed to eliminate and prevent to the best of our ability the spread of COVID-19 within our venue and administration. These changes are of paramount importance to ensure that members of the public, staff and artists are clear that their health is the top priority, and these measures will help to prevent any further outbreaks of COVID-19.

Prior to opening a venue or booking an event, all relevant internal departments should complete a COVID-19 risk assessment. Venue Managers and Arts Organizers may conduct separate risk assessments, or one may build upon the other. An individual risk assessment should be conducted for each unique theatrical event in order to address any specific risks and implement any mitigation strategies that are required.

This COVID-19 reopening plan is a living document and policies and procedures will be reviewed and updated frequently and as needed. Changes to this document will be communicated to all workers and communication will be sent out to all patrons and visitors to the venue.

CONTACT PERSON:

Should you have any questions regarding this COVID-19 Safety Plan, please contact Sammie Gough, Producer, Intrepid Theatre (sammie@intrepidtheatre.com / 250 383 2663).

DEFINITIONS:

Arts Organizations: A company who rents or is invited into a venue for the purpose of holding a performance or event. Venue Managers may also undertake the role of an Organizer.

Disinfectant Solution: A product that inactivates or kills microorganisms that has been approved by

Health Canada. Some products function as both cleaners and disinfectants. If a product does not function as both, separate cleaning and disinfection steps are required since surfaces must first be cleaned of dust, dirt and organic matter that can interfere with the effectiveness of disinfectants

Hand Sanitizer: A hand sanitization product that contains minimum 60% alcohol and has been approved by Health Canada

High-touch Areas: This term is used throughout this guide and refers to areas that can be frequently touched by others, which need to be disinfected most often: toilets, door handles, light switches, countertops, railings, etc.

Patron: An individual attending a theatrical event as an audience member

PPE and Face Covering: PPE is Personal Protective Equipment, which can include medical masks, N95 respirators, [cloth or non-medical masks](#), gloves and gowns.

Public Health Authority: When discussing public health authorities within this document, we refer to agencies within governments such as BC Health, Island Health, Provincial Health and Health Canada

Self-Assessment: A set of health-related prescribed steps to support individuals looking to assess their well-being with respect to COVID-19 symptoms. The self-assessment is only meant as an aid and cannot diagnose you. Consult a health care provider if you have medical questions

Staff: An individual employed or contracted full time or seasonally. The individual may be from the venue, an Organizer or a third-party service provider

Venue: A theatre, rehearsal hall, live event location or any other performance facility, or a physical space intended for an audience

Venue Manager: Owner or manager of a venue that makes its space available to an Organizer

Visitor: A person at the venue who is not an employee, performer or patron

Worker: The term worker is used throughout this guide and represents a generic term for anyone working or volunteering at a venue. This can mean artists, front of house staff, technicians, volunteers, etc.

CAPACITY

Audience

- **Audience Capacity-** Max 40
- Lobby and alleyway access- no more than 4 persons max to maintain social distancing protocols- holding or stopping in this area should be deterred (occupancy limit applies to all persons in the venue, except designated FOH Manager)

- Stairwell and Upstairs Washroom Access- No more than 2 people at the same time to access the washrooms (remains designated as all gender washroom access). Both washrooms are solo occupancy (1). Note, occupancy limit applies to all persons in the venue
- Back Hallway and Accessible Washroom- One person at a time to access the downstairs washroom (remains designated as all gender and performer washroom access)
- Main Theatre Seating- seats designated to table groupings of 2 and 4 with space to maintain social distancing protocol between tables of 2 metres between the backs of chairs
- One Staff Member may be present inside the theatre space at any time to aid in flow of space, enforce protocols and provide any additional assistance that is needed

Venue Staffing

- **Front of House Manager-** 1-2 FOH Managers may be in the venue at one time (Lobby/Outdoor Box Office area and the main theatre space)
- **Usher/Merchandise-** 1 staff member will assist the indoor FOH Manager as an usher, showing parties to their tables. After the show they will be behind the entryway concession perspex structure, selling merchandise as audiences exit
- **Concession Server** - 1 staff member will provide table service for audiences for beverage and alcohol sales prior to the show
- **Technician-** One House Technician to run the show- stationed at the booth (occupancy: 1). If additional technicians are required, they will be set up in a separate designated area

Performers

- **Stage-** No more than **6 performers on stage**
- **Dressing Room-** No more than **2 performers** in the dressing room with masks on, no more than 1 performer if they need to remove their mask for tasks like makeup or warmups. Prep before entering the venue will be addressed for each production
- **Backstage/Wings- Wings maximum capacity 8.** Performers will not congregate in the back hallway to ensure public accessible washroom access. Performers will not hold in crossover. While not on stage, performers will distance in the wings with a mask on
- **Load in/out-** the smaller scale of productions at the Metro Studio requires minimal sets/props, which can be loaded in and out in less than 15 minutes by the artist
- Each performing company or group will have their own COVID Safety plan that assesses and minimises risks for their production. They will provide a copy of the plan to Intrepid Theatre staff

DESIGNATED VENUE AREAS

- **Box Office:** health checks and contact tracing will happen outside the venue upon arrival. The box office check in and table directions will take place at the concession stand with a plexiglass partition and patrons will enter one booking at a time
- **Concessions:** will be table service only with presales recommended. Audience members must consume all concession items at their tables
- **Washrooms:** Each all-Gender Washroom will be single occupancy. Doors will remain open in order to see availability
- **Pinch Points | Ingress and Egress Areas:** Hallways, lobby, theatre alley way, back and upstairs hallway as well as entering and exiting the venue will be either monitored by staff to assist and encourage flow of movement or signage will be present in areas of regular congregation to deter

close socializing. Masks will be required at all times for staff and patrons, and hand sanitizer will be placed throughout the venue for easy and frequent access

- **Backstage | Wings | Crossover:** Performers will be informed in advance that unless required for the scene, all backstage contact and congregations should be minimal or avoided when possible
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GENERAL PERFORMANCES PROTOCOLS

- No more than 40 patrons total present on the premises
- Seating for performances shall be no longer than 95 minutes in duration
- All events must end no later than 11pm
- Measures are put in place to avoid congregation within the venue
- There is at least a 3-metre separation between the performer/s and the patrons
- If a distance of 3 meters is not possible, a physical barrier placed between the performers and audience will be installed
- At this time, the Metro Studio Theatre will not be available for 3rd party rental public events in order to fully control all aspects of the implemented health and safety protocol

GENERAL HEALTH AND SAFETY PROTOCOLS

- Anyone entering the venue will be asked to come with a mask and asked to wear it at all times
- Maintain a distance of 2 metres from one another when standing or sitting (2 metres from the back of chairs), unless they belong to the same party
- Wash hands frequently and thoroughly- when washing your hands is not an option, use the hand sanitizer provided
- Keep any doorways locked and secured when the audience is not present. Open all available doors when the audience is present to lower multiple points of contact and to increase air circulation
- HVAC systems will be on at all times when people are present in the venue
- All wipe downs and end of night cleans will be recorded either online or in a log book located in the front of house closet

PROCEDURE SHOULD AN EMPLOYEE/ARTIST BECOME UNWELL DURING A SHIFT/WORKDAY

- Person is instructed to ensure they are wearing a mask and wash or sanitize their hands. They will be isolated from all others
- If the person is very ill, call 911 and let the operator know that they may have COVID-19
- Person is to immediately return home. If they do not have their own transportation, a staff member will call a cab to take the person home
- All other staff to work from home for the rest of the day and any performance that day will be cancelled
- Staff or Janitor must complete a thorough clean and disinfecting of the workspace
- Person will self-monitor for 24hrs and will use the [BC COVID-19 self-assessment tool](#)
- Person will inform supervisor if their symptoms worsen or if they have tested positive for COVID-19
- If a positive test is indicated, all staff members will isolate and be tested. A notice will be posted at both venues and anyone who has been in the venue within the last 14 days will be notified and asked to do the same. The Organization will follow the required steps that [Provincial Health](#)

Intrepid Theatre Company Society

Covid-19 Safety Plan

Updated June 30, 2021

have indicated in the event of a positive COVID test.

- Staff or Supervisors accepting reports of possible illness will be provided [this document](#) to determine course of action. The employer will promote its sick policy for workers if they have symptoms
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SAFETY PROCEDURE IN ADVANCE OF THE EVENT

Ticket Purchasing and Patron Protocol

- All tickets will be sold in advance online. There will be no tickets available at the door
- Patrons will be able to select tables of 2 or 4 individuals with whom they share a bubble
- Safety Policies and Procedures will be outlined on the event website and included in ticket confirmation and event reminder communications. A comprehensive FAQ will be provided online to describe the event experience prior to patrons arriving
- Ticket reservations shall include timed entry, provided at time of purchase
- Ticket reservations shall include name, phone and email contact information for the patron who is purchasing on behalf of the group
- Patrons purchasing tickets will receive a 'what to expect' email before attending the show
- Patrons will undergo a health [entry check](#) outside the venue upon arrival to verify that none of the following apply before being allowed to enter:
 - Display of symptoms: fever, chills, new or worsening cough, shortness of breath, sore throat, muscle aches or headache within the last 10 days
 - Directed by public health to self-isolate
 - Individual arrived from outside Canada within 14 days
- Outside the venue, all patrons will be asked to provide their names and email or phone contact information for contact tracing purposes upon arrival at the venue
- At the event all patrons will be checked in to verify who is present.
- Patrons shall be informed when they reserve event ticket(s) of policies restricting people exhibiting symptoms of COVID-19, those who have had a household member who has travelled internationally in the last 14 days and people who have come into contact with anyone suspected or confirmed to have COVID-19 in the last 14 days
- Patrons shall be advised that they will not be allowed access to the facility if they develop symptoms before the event
- All patron contact information will be retained for thirty days, in the event that there is a need for contact tracing on the part of the medical health officer

Staff | Workers | Visitor Protocol

- All staff, volunteers and artists will know that they have the right to refuse to work should they feel unsafe and that they will be required to go home if they are experiencing any symptoms of COVID-19
- All staff, volunteers, artists, and workers will fill out the health screening questionnaire at the beginning of their day or shift or when they arrive at the venue. There will be options of paper screening forms as well as an online form accessible via QR code or a shared link
- All visitors will undergo a health [entry check](#) upon arrival at the venue

- Records for contact tracing will be kept secure and stored for at least 30 days. Records are only to be disclosed to a medical officer of health or an inspector under the Health Protection and Promotion Act as required by law
- If they have any COVID Symptoms or risks as per the health screening questionnaire or entry check (e.g., contact with someone who has tested positive for COVID-19), they must report this information to ITC management and stay in regular communication in case reporting and/or contact tracing are required. All staff must ensure that their contact info is up to date with the company for contact tracing purposes
- Everyone must come to work with a suitable mask (N95 mask is not required unless to address other specific workplace hazards) that they can wear comfortably, for the entire shift. Disposable masks will be available from the employer if needed; however, personal reusable masks are preferred when possible to minimize waste
- Upon arrival at the Metro, staff should immediately wash or sanitize their hands. (Alcohol based hand sanitizer will be available at the workplace.) After this they can open the theatre and other doors and turn on the work lights, after which they must again wash or sanitize hands. Staff must also frequently wash or sanitize their hands throughout the day, e.g., before and after coffee and meal breaks, and more often when appropriate
- Staff will be trained and supplied with the proper cleaning supplies in order to disinfect and clean all surfaces of the venue. See proper cleaning procedures at the end of this document
- Staff, volunteers and artists will be trained in proper use of PPE
- Pre Show safety talks shall be given to Front of House and Technical staff for venue reminders, changes and updates
- Staff should at all times follow WorkSafe BC requirements relating to COVID safety, as well as any related guidance and/or orders from the Provincial Health Officer
- Intrepid Theatre provides opportunities for staff to work remotely where tasks do not require them to be on site (such as email correspondence, zoom meetings etc)
- All staff have been consulted and given input in the creation of this plan at each stage of development

Venue Preparation

- Training sessions with all new measures that are implemented in each employee's area of specialization, will be given in advance of reopening. While training in changes to operations may vary depending on the employee's role, all training will include a presentation of all new measures and policies as they pertain to the venue's site orientation and the COVID-19 reopening plan
- HVAC system must be running when the Metro is occupied to ensure maximum air exchange
- Prior to the audience entering the venue, all high contact surfaces will be properly cleaned and disinfected. See proper cleaning procedures at the end of this document

SAFETY PROCEDURES DURING EVENT

- Health and Safety procedures will be prominently displayed on signage at the entrances and throughout the venue. Signage on display includes: occupancy (various indoor areas and "building"), reminders regarding social distancing posted on wall signage, respiratory hygiene (masks, cover coughs, etc.), hand hygiene (sanitize/wash hands especially at washrooms and entry), and [entry check for visitors](#)

- Masks and hand sanitizer shall be offered at reception
- Patrons, volunteers, visitors and staff will be required to wear masks at all times when inside the venue. The only exception to this is for patrons when they are seated at their table, in which instance they will be recommended but not required to wear a mask
- Patrons will not be required to bring a physical ticket and purchases will be verified using a will call list at the outdoor box office. Processing points will encourage contactless transmission i.e., tap payments and no paper tickets
- Patrons will be required to wear masks and distance when arriving and being greeted by the Front of House Manager outdoors
- Staff and any volunteer positions will be positioned to maintain physical distancing
- Separate entrance and exit points as well as washrooms will be marked and designed to encourage physical distancing in the venue. A venue map with outlined traffic flow, sanitizations stations and stationed staff member locations will be posted to assist patrons
- A 15-minute window for audience entrance into the space will be provided to prevent congregation outside the venue. The lobby will be opened at the same time as the house to allow audiences to proceed directly to their seats. Online advance tickets will also prevent congregation for ticket purchase at the venue
- FOH staff shall encourage patrons to take their seats immediately upon entering
- Seat and table numbers shall be displayed prominently to encourage efficient seating
- Programs shall be provided online, to avoid distributing paper documents
- If there is a concurrent event in the Alix Goolden Hall, there will be no contact between patrons for each event and each event will be entirely separate
- Patrons who contravene from the health and safety plan will be given a friendly reminder of the COVID policy. If the situation arises again and they refuse to adhere to the plan they will be asked to leave the venue

Distance

- There will be sufficient space for patrons to maintain a distance of 2 metres while moving within the venue and signage will remind patrons to observe physical distancing at all times
- There will be 3 meters between performers on stage and patrons
- Audience seating will maintain 2 meters distance between the back of attendees' chairs, with the exception of members of the same party or household group
- A maximum of 4 members of the same party or household may sit together or share a table

Sanitation

- All high touch areas will be thoroughly wiped down before open to the public. Wipe downs will be scheduled after any intermissions or audience breaks
- Hand sanitizer will be available at entrances and exits for public and staff use. Additional hand sanitizer stations in visible locations throughout the building including but not limited to: the box office, concessions area, rail along the theatre alleyway, the dressing room area, all washrooms, at all tables for patrons

SAFETY PROCEDURES POST EVENT

- FOH shall manage controlled egress after each performance, with patrons nearest exits leaving first

- Patrons will leave straight away once directed to do so and will not stay in the venue following the performance
- Patrons will be asked to take all personal belongings when leaving and to dispose of any garbage or recycling at their tables on their way out. FOH staff wipe down and reset each table
- Regular cleaning will be scheduled after initial clean in order to do a thorough sweep, mop and wipe down of space either by a staff member or an outside janitorial service

Any changes or updates to the Gathering of Events by the Order of the Provincial Health Officer with relation to any day to day operations carried out by Intrepid Theatre Company Society, including public performances, will be carefully monitored and updated as necessary.

References

- [BC Centre for Disease Control](#)
- [Island Health](#)
- [Actsafes Safety Association](#)
- [Worksafe BC's "Performing arts protocols"](#)
- [Order of the Provincial Health Officer](#)
- [#Lights-On: Recovery and Reboot in Live Entertainment: Ryerson University](#)
- [The Canadian Centre for Occupational Health and Safety \(CCOHS\)](#)
- Event Safety Alliance [Reopening Guide](#) (May 11, 2020) and the [Six Month Update](#) November 11, 2020)
- Assistance from Pacific Opera Victoria, The Art Gallery of Greater Victoria and Mirvish Productions reopening manuals