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The City of Brampton values diversity and inclusiveness and recognizes that enhancing access to goods and services provides increased opportunities for people of all ages and abilities. We are committed to offering an accessible, safe, and barrier-free experience for all. For questions about accessibility, or if you would like to request accommodation, contact [rentaladmin@brampton.ca](mailto:rentaladmin@brampton.ca) or 905.874.2844.

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## COMPANY DETAILS

Business name:	City of Brampton
Date completed:	December 1, 2020
Division/group:	Performing Arts
Date distributed:	December 2, 2020
Revision date:	October 5, 2021
Developed by:	Performing Arts
Others consulted:	Brampton Emergency Management Office Emergency Response and Training Employee and Labour Relations Enforcement & By-Law Services Health, Safety and Wellness Insurance & Risk Management Joint Health & Safety Committee Legislative Services Security Services Strategic Communications

## CONTACT INFORMATION

For security-related concerns, contact City of Brampton Security Services 905-874-2111

For health concerns, contact Peel Public Health 905-791-7800

For general inquiries, contact Service Brampton 3-1-1

For inquiries about Performing Arts facilities, contact 905-874-2844 from 8:30am - 4:30pm Monday-Friday

For emergencies call 9-1-1

## OVERVIEW

There is currently an inherent risk of exposure to COVID-19 in any public place where people are present. COVID-19 and its variants are extremely contagious diseases that can lead to severe illness and death, especially to older adults and individuals with underlying medical conditions. Patrons and participants must comply with all posted City instructions and understand and assume all risks related to exposure to COVID-19.





Due to the nature of COVID-19 restrictions, this information is subject to change with little notice.

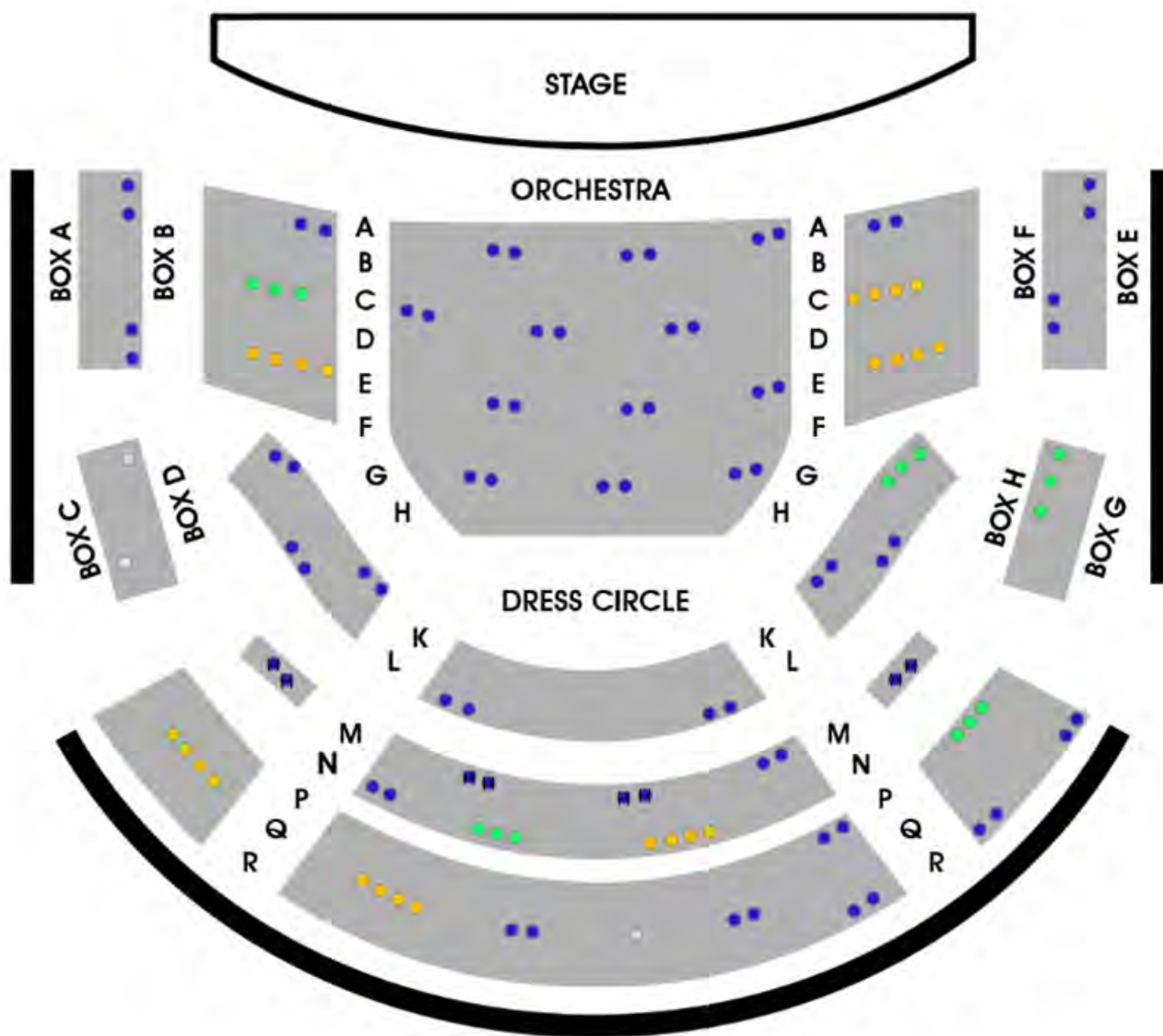
The City of Brampton is working in accordance with the provincial [COVID-19 Roadmap to Reopen](#); this plan outlines how current guidelines are being applied indoors in Performing Arts facilities.

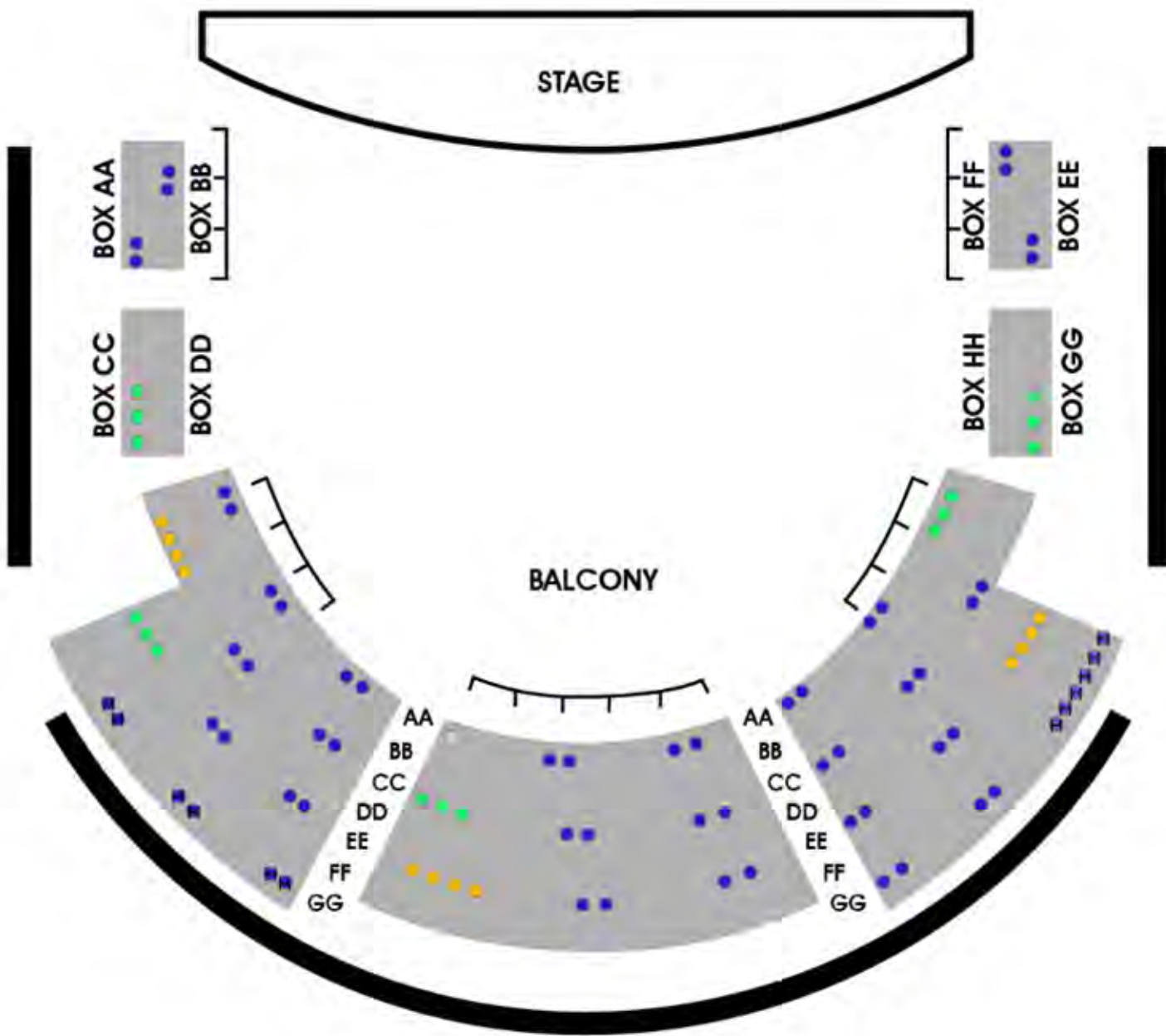
## SITE MAPS

### The Rose Main Stage

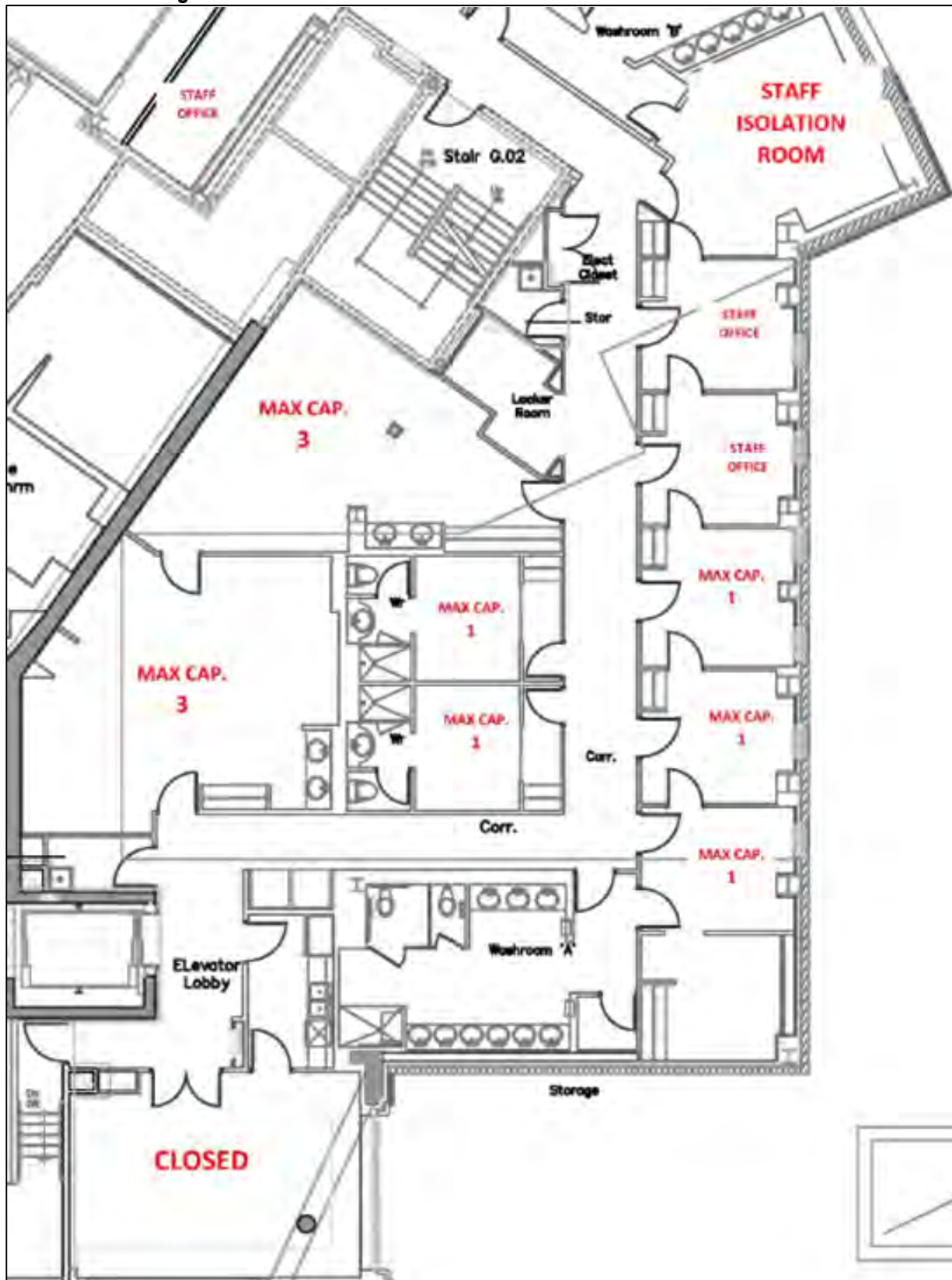
Bubble seating has been designed to allow groups of 1, 2, 3, or 4 people from the same household to sit together, while remaining physically distanced from other patrons. Patrons may still request printed tickets, however electronic tickets received via email and printed at home or displayed on a device can be scanned for entry to the venue.

	1 Person Bubble
	2 Person Bubble
	3 Person Bubble
	4 Person Bubble

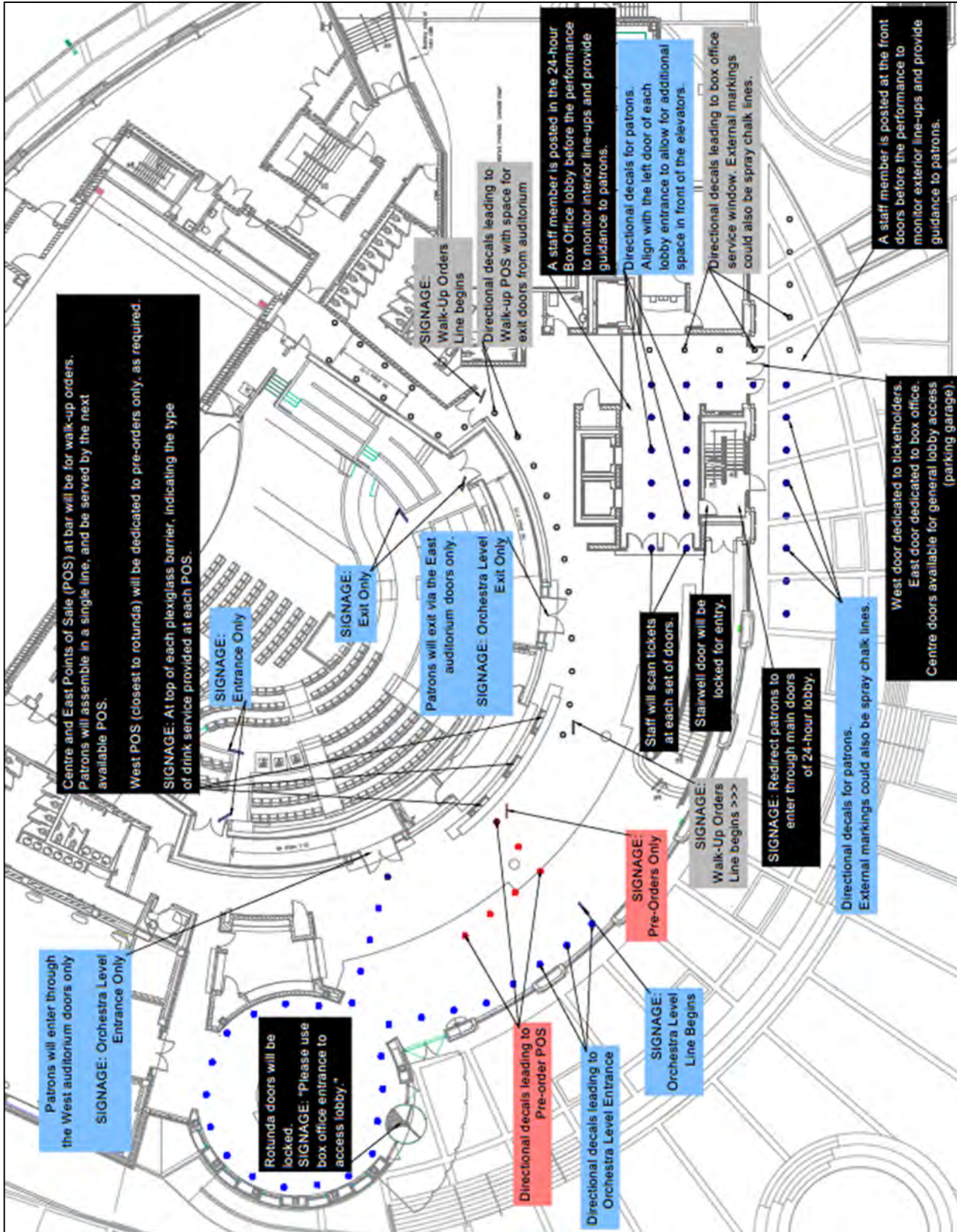




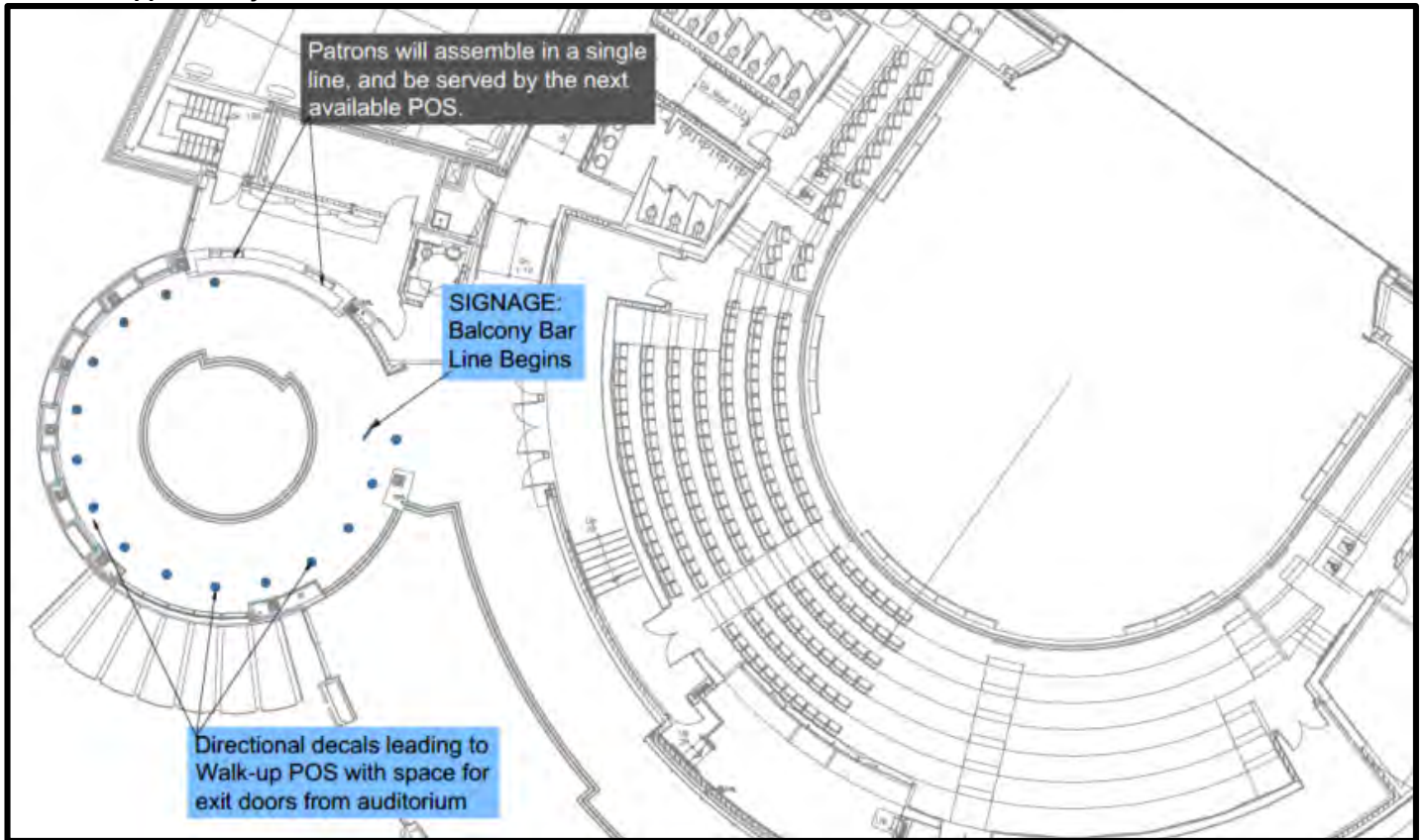
## The Rose Dressing Rooms & Green Room



## The Rose Lower Lobby



## The Rose Upper Lobby



## CAPACITY

The current allowable capacity limit is determined by City of Brampton staff based on current restrictions. Current allowable capacity excludes City of Brampton staff and volunteers, as well as [participants](#).

The Rose Main Stage auditorium current allowable capacity:	<b>200</b>	(50% of 868 + physical distancing of 2m)
The Rose Lobby current allowable capacity:	<b>308</b>	(1,234 m <sup>2</sup> / 4 m <sup>2</sup> )

The 'current allowable capacity' is the calculation that takes into account the required physical distancing between seating pods, which can each range from one (1) to four (4) people from the same household.

The Rose Main Stage auditorium can accommodate up to 868 seated patrons. The Step 3 regulations required physical distancing of at least two (2) metres or six (6) feet between people or groups of people from the same household, after which the allowable capacity can be up to 50% of the usual seating capacity of the room in a concert venue or theatre.

### VENTILATION

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The Rose Theatre is equipped with multiple mechanical ventilation systems which continuously filter, exhaust and introduce fresh air into the facility. There are eight (8) air handlers in the facility; three (3) are dedicated to the stage and theatre, and one (1) larger one is dedicated to the lobby. All air handlers remain in service while the building is occupied.

The HVAC systems are maintained according to the manufacturer's instructions, and monthly preventative maintenance and inspections, including for the presence of suspected biological growth, are completed on all air handlers, including filters and belts. The ventilation system is air tight and as such does not require additional sealing methods.

### CLEANING AND DISINFECTING

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Performing Arts facilities are cleaned and sanitized daily, focusing on touchpoints and high traffic areas. The facility is cleaned/sanitized before and after each performance. Staff keep a log of all cleaning/sanitizing activities.

All products used to disinfect and sanitize in Performing Arts facilities are effective against COVID-19, and are included on the [Health Canada List of Hard-surface disinfectants and hand sanitizers \(COVID-19\): disinfectants with evidence for use against COVID-19](#):

- Oxivir Tb RTU Disinfectant Cleaner (Spray and Wipes), DIN # 02283522/02283530
- SE15 Hospital Grade Disinfectant Spray & Wipe Cleaner, DIN # 02466031
- Clorox Bleach Free Disinfecting Wipes, DIN # 02466031
- Sani-Hands DIN # 02242309

City of Brampton staff follow the manufacturer's directions on each product to ensure proper disinfecting of all surfaces and touchpoints. Alternate cleaning products are used on equipment and surfaces that are not touchpoints, and that require food-safe handling and cleaning.

Performing Arts hand sanitizers are effective against COVID-19, and are included on the [Health Canada List of Hard-surface disinfectants and hand sanitizers \(COVID-19\): disinfectants with evidence for use against COVID-19](#):

- Pro Clean Hand Sanitizer Gel, DIN # 80099549
- Deb InstantFOAM Hand Sanitizer, DIN # 02231594

### CROWD CONTROL MEASURES

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The following methods will be used to strengthen and communicate safety onsite at indoor venues:

- Registration or ticket purchase from City of Brampton box office required for patrons (no consignment tickets)
- Messaging on websites and at time of registration or ticket purchase
- Staff onsite to manage and track access to all indoor spaces
- Announcements for patrons
- Screen signage
- Ground signage
- Ground markings
- Physical barriers
- Furniture placement
- Security presence



- Key card access to restricted areas

City of Brampton staff will be responsible for communicating the flow in and out of spaces to patrons and participants. Patrons and participants are responsible for upholding current COVID-19 requirements, including physical distancing and masking.

Both Garden Square and Market Square parking garage are spaces that are open to the public. For any security issues, contact City of Brampton Security Services.

### ISSUE RESOLUTION

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In case of minor/major incident or accident, staff will proceed in accordance with the Accident/Incident Procedures, and complete an Accident/Incident report. In case of emergency, call 9-1-1.

All City of Brampton staff onsite who notice patrons not wearing their masks, or wearing their masks incorrectly must remind those patrons to wear their masks correctly at all times while inside the facility.

Patrons who become sick while onsite and display symptoms that are not related to a known cause or pre-existing condition will be asked to leave the facility.

Patrons who refuse to wear a mask, and do not have either a medical or [non-medical exemption](#) (no documentation required) from wearing a mask will be asked to leave the facility.

All patron concerns are escalated to the Front of House Manager. City of Brampton staff working onsite will inform the Front of House Manager immediately of any concerns with patrons. The Front of House Manager will assess the situation, and determine the best course of action, including:

- When it is necessary to ask a patron to leave the facility
- What support may be required to remove a patron from the facility

At The Rose, a minimum of one (1) security guard is onsite for at least thirty (30) minutes before patrons arrive, until approximately thirty (30) minutes after patrons leave. Security guards will:

- Facilitate, prevent, or support access to spaces inside the facility
- Patrol all areas accessible to patrons in the facility
- Determine if it is necessary to contact By-law Enforcement or Peel Police

Contact Security Services if an individual:

- Refuses to leave when requested
- Is yelling, swearing or being disruptive
- Becomes threatening
- Refuses to comply with COVID-19 health and safety requirements

Contact Emergency Services at 9-1-1 if an individual:

- Has or is attempting to assault you or anyone else
- Has or is believed to be in possession of a weapon
- Has or is attempting to damage property

## PROGRAMMING

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Indoor events are now permitted with capacity and safety restrictions. In order to ensure that all capacity and safety restrictions are met, The Rose programming will include in-person activities beginning in August 2021. Virtual programming will continue throughout fall 2021.

The current programming schedule will be posted on [The Rose website](#).

Due to the planning and resources required to ensure the health and safety of all patrons, participants, and staff, the City of Brampton may choose to uphold COVID-19-related restrictions such as capacity limits, masking requirements, and physical distancing requirements, even if restrictions imposed by the Province of Ontario or the Region of Peel are lessened or lifted.

## RENTALS

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All rental requests are being considered on a case by case basis to ensure that proposed activities can take place safely. [Request Forms](#) must be received a minimum of twelve (12) weeks prior to the proposed event date. This is essential in order for the City to complete the required planning for any event, and to ensure the health and safety of patrons, participants and staff.

Additional staff are required for in-person events to ensure that all health and safety measures are followed; associated charges will apply.

### The Rose Main Stage

The Rose Main Stage is available to rent for the purposes of:

- Rehearsals (maximum backstage capacity: 22 participants)
- Commercial film & television, photography
- Filming or broadcasting a live performance (maximum backstage capacity: 22 participants)
- Live in-person events with capacity and safety restrictions no earlier than October 2021:
  - Maximum stage/backstage capacity: 22 participants
  - Only people required for the performance are permitted backstage
  - Maximum audience capacity: 200 patrons
  - No more than one 15 minute intermission may be scheduled, only if:
    - A changeover on stage is required
    - The length of the performance exceeds 90 minutes
  - Food and drink may only be served/sold by City of Brampton staff in accordance with this plan
  - Artists merchandise may only be sold by City of Brampton staff in accordance with this plan
  - The following activities cannot be accommodated:
    - Sponsors and vendors
    - Lobby set-up
    - Giveaways
    - Meet and greet, pre/post show private or public reception
  - Additional restriction will apply

## **The Rose Studio**

The Rose Studio is available to rent for the purposes of:

- Rehearsals (maximum capacity: 10 participants)
- Commercial film & television, photography

## **The Rose Lobby**

The Rose Lobby is available:

- To rent for commercial film & television, photography
- As a transitory space, included with the rental of The Rose Main Space for an event with an in-person audience

The Rose Lobby is not currently available to rent for the purpose of hosting an event in the lobby; it can be used as a transitory space only, for events taking place on the Main Stage or in the Studio.

## **LBP Theatre**

LBP (Lester B. Pearson) is available to rent for the purposes of:

- Rehearsals (maximum backstage capacity: 16 participants)
- Commercial film & television, photography
- Live in-person events may be considered no earlier than February 2022
  - Maximum stage/backstage capacity: 16 participants
  - Only people required for the performance are permitted backstage
  - Maximum audience capacity: 81 patrons
  - Performances may not exceed 90 minutes
  - No intermission
  - No lobby set-up
  - Additional restriction will apply

## **Cyril Clark Theatre**

Cyril Clark is available to rent for the purposes of:

- Rehearsals (maximum backstage capacity: 2 participants)
- Commercial film & television, photography
- Live in-person events are not possible until further notice

## PATRONS

### REQUIREMENTS

All patrons are required to comply with the following COVID-19 control measures.

#### Proof of COVID-19 Vaccination

Patrons must provide proof of COVID-19 vaccination and identification with matching name and date of birth to gain admission to City of Brampton Performing Arts facilities. The final dose of the COVID-19 vaccine must have been administered at least 14 days before providing the proof of being fully vaccinated. This measure has been implemented by the Government of Ontario to provide added protection against COVID-19. Proof of a negative COVID-19 test will not be accepted as an alternative to proof of full vaccination.

City of Brampton staff will do their best to ensure the screening process moves as quickly as possible. Please plan to arrive early to ensure adequate time to complete the necessary verification, and have proof of COVID-19 vaccination and matching identification ready when entering the facility.

Patrons who cannot receive the COVID-19 vaccine due to medical exemptions will be permitted entry with a doctor's note clearly indicating a COVID-19 vaccination exemption.

The following methods of proof of COVID-19 vaccination status will be accepted from patrons at City of Brampton Performing Arts facilities, along with one piece of personal identification with matching name and date of birth:

- **Proof of immunization vaccine receipt**, available:
  - From the [provincial booking portal](#)
  - By calling the Provincial Vaccine Booking Line at 1-833-943-3900
- **Ontario enhanced digital vaccine receipt**, available in October 2021

Paper proof of vaccination and medical exemptions will continue to be accepted after the digital option is made available.

#### Masks




In accordance with [City of Brampton By-Law 135-2020](#) and [provincial recommendations](#), masks that cover the nose, mouth and chin must be worn in all indoor spaces, including the parking garage, elevators, lobby and theatre, with [some exceptions](#). Masks must also be worn in all outdoor spaces where physical distancing is not possible. Face coverings such as scarves, bandanas, neck gaiters/warmers are not masks, and masks with exhalation valves are no longer permitted. City of Brampton staff will monitor entrance points to facilities to ensure that patrons are wearing masks. Masks may only be removed for consumption of food or drink if an individual is seated in a designated area for that purpose. Masks for patrons are not provided by the City of Brampton.



#### N95 RESPIRATOR

Respirators are tight-fitting around the nose and mouth. As respirators create a seal to prevent air leakage, they are considered a form of respiratory protection that:

- Protects the wearer
- Slows the spread of the disease
- Acts as a barrier against droplets

	<p><b>MEDICAL MASK</b></p> <p>Medical masks are loose-fitting, and although they may offer some protection to the wearer, their primary purpose is to prevent cross-transmission of germs by slowing the spread of the disease (for example, preventing cross-transmission of pathogens from the wearer to the external environment).</p>
	<p><b>CLOTH MASK</b></p> <p>Non-medical masks or face coverings should:</p> <ul style="list-style-type: none"> <li>• Fit securely to the head with ties or ear loops</li> <li>• Maintain their shape after washing and drying</li> <li>• Be made of at least two layers of tightly woven material (such as cotton or linen)</li> <li>• Be large enough to completely and comfortably cover the nose and mouth without gaping</li> </ul> <p>Masks with exhalation valves or vents are not recommended, as they allow infectious respiratory particles to spread outside the mask.</p>
	<p><b>FACE SHIELD</b></p> <p>Face shields do not replace masks, but can be worn in addition to a mask to protect the eyes of the person wearing it. Using a face shield without a mask will not protect the wearer or others from infectious respiratory particles that can escape around the face shield.</p>

Additional information about [medical](#) and [non-medical](#) masks is available on the Government of Canada website, as well as from the [Canadian Centre for Occupational Health and Safety](#).

### Physical Distancing

Patrons must maintain a physical distance of at least two (2) metres or six (6) feet from others outside their household at all times, except when necessary for the purposes of health and safety. At The Rose, lobby furniture has been removed to limit gathering, and ensure that physical distancing can be maintained in all lineups (washroom, entry to the auditorium, bar). Limited seating is available near washrooms for patrons who require it.

### Hand Hygiene

Patrons are encouraged to practice good hand hygiene, including routine hand washing with soap and water, and the use of hand sanitizer. Hand sanitizing stations are available during live performances. Hand sanitizer has a minimum 60% alcohol-based formulation that is proven to kill 99.9% of germs, and is fragrance-free.

### Barriers

Barriers have been installed throughout all Performing Arts facilities to provide a physical divide between patrons and staff at most points of sale. At points of sale where barriers are not possible, staff will be wearing both a mask and eye protection or face shield, and the logistical set-up will ensure that physical distancing is maintained.

## Parking

The Market Square parking garage is open to the public. There is currently, until further notice, no charge for parking, and no ticket is required to park in the Market Square parking garage. Masks are mandatory in the parking garage when outside of vehicles. Elevators from the parking garage to the lower lobby level of The Rose each have a maximum capacity of three (3) people fully masked.

## Assistive Devices

Assistive devices are available by notifying the Box Office when purchasing tickets, or by asking a member of the Front of House staff onsite. Assistive devices are sanitized with Bleach-free Clorox Disinfecting Wipes as follows:

- Booster seats: sanitized immediately following patrons use, stored in a sealed bag, and removed from rotation for 24 hours following each use.
- Wheelchairs: sanitized before and after each patron use, and removed from rotation for 24 hours following each use.
- Hearing assist devices: sanitized before and after each patron use, and removed from rotation for 24 hours following each use.

## Arrival

Patrons will enter The Rose lobby and The Rose Main Stage auditorium in accordance with [The Rose Lower Lobby](#) map. City of Brampton staff and/or volunteers will, at minimum, be stationed:

- At the Box Office entrance to the 24 hour lobby to direct patrons to outdoor lineups for the Box Office, or the entrance to the lobby, and to ensure that physical distancing is maintained
- In the 24 hour lobby to direct patrons arriving by elevator to the correct lineup, and to ensure that physical distancing is maintained in the 24 hour lobby
- At the main lobby doors to scan tickets and verify proof of vaccination
- At the west lower level door to the Main Stage auditorium

The Box Office door greeter (outside) and the 24 hour lobby greeter will be the first points of contact for patrons entering The Rose; they will ensure physical distancing in lineups is maintained in accordance with the floor decals or temporary ground markings. These positions also provide general information, and support patrons in preparing for the COVID-19 and proof of vaccination screening that will take place at the lobby doors.

Patrons can reach the upper level by the grand staircase or the lobby elevator. City of Brampton staff and/or volunteers will be stationed at the upper level auditorium doors. Patrons will enter and exit the auditorium from the door closest to their bubble seating location, and will find their own way to their seating bubble.

Priority seating is available for patrons with accessibility needs; please speak with City of Brampton staff upon arrival.

A pre-show announcement will be made prior to the start of the performance to:

- Advise patrons of the length of the performance and any intermissions
- Remind patrons to remain in their seating bubble for the duration of the performance
- Remind patrons that the bar will be closed during the performance; no food or drink will be served while the performance is in progress
- Request that patrons who must use the washroom during the performance use the exit closest to them, and re-enter the auditorium from the same door
- Remind patrons to keep their masks on at all times

- Remind patrons to stay in their seats following the end of the event, and wait for instructions to exit the auditorium
- Advise patrons, if applicable, that merchandise will be available for sale after the performance at coat check

### **Coat Check**

No coat check service will be offered until further notice. Patrons must bring outerwear with them to their seats. Oversized items will not be allowed in the auditorium, and no attended storage area will be available inside the facility. Please leave oversized items such as strollers and car seats in vehicles. Staff will not handle any personal items.

### **Washrooms**

Washrooms are cleaned on a regular daily schedule. Touchpoints are sanitized regularly, as well as immediately before and after live performances. Capacity limits for each washroom will be posted. Some urinals and sinks will be closed to ensure physical distancing is maintained.

### **Food and Beverage**

The Province of Ontario and the Region of Peel have outlined the safety precautions required in order to reduce the risk of COVID-19 transmission while eating and drinking in public spaces. In addition to masking and physical distancing requirements, Performing Arts has developed the following cleaning precautions and practices that relate specifically to concessions for patrons:

- Cleaning Checklist
- Onsite Checklist (step-by-step shift duties)
- Equipment Cleaning Guidelines
- Cleaning and Disinfection Procedure
- Daily Cleaning and Sanitization Schedule

The Rose theatre bar(s) will be open for select in-person performances, taking into consideration:

- The ability to recover expenses based on anticipated attendance
- The commitment to offering an enjoyable customer experience

For performances with no intermission, patrons may purchase concessions prior to the performance, beginning when the lobby opens, and ending when the performance starts. Service will not take place once the performance begins in order to minimize travel throughout the facility, and contact between patrons.

For performances with an intermission, patrons may purchase concessions prior to the performance, beginning when the lobby opens, and ending when the performance starts, as well as during the intermission. The bar will close immediately following intermission. Service will not take place during the first act in order to minimize travel throughout the facility, and contact between patrons.

When the lower level bar is open, patrons will line up on physically distanced floor decals in a single line going east down the carpeted hallway leading to backstage. When the upper lobby bar is open, patrons will line up on physically distanced floor markings counter-clockwise around the outer edge of the upper rotunda.

Patrons may eat and drink in the lobby where physical distancing can be maintained. Food and beverages purchased at the theatre bar, are allowed inside the auditorium, and may be consumed while seated in assigned physically distanced bubbles. When the theatre bar(s) are closed, only water is allowed in the auditorium. Masks must be worn in all indoor spaces, but may be removed *temporarily* for a brief moment, when actively consuming food and/or beverages.

Pre-ordering of food and beverages for pick-up at intermission may be available for select performances no earlier than October 31, 2021; pick-up locations may vary, depending on the size of the anticipated audience. Pick up location will be from the bar where order was made.

### **Intermission**

There will be a single intermission for some performances, as needed based on the length of the show or the need for a changeover on stage. A Front of House announcement will be made prior to the start of intermission to:

- Advise patrons how to exit the auditorium
- Advise patrons of the length of the intermission
- Process for bar and washroom lineups
- Remind patrons to maintain two (2) metre physical distance
- Request that patrons who do not need to use the washroom or bar stay at their seats
- Advise patrons how to re-enter the auditorium
- If applicable, remind patrons that the bar will close immediately following the intermission
- Remind patrons to keep their masks on at all times
- Remind patrons to stay in their seats following the end of the event, and wait for instructions to exit the auditorium

City of Brampton staff will monitor all lineups (bar, washroom, auditorium re-entry) for physical distancing during intermissions.

For performances with an intermission, the intermission will be scheduled for a minimum of fifteen (15) minutes. However, in order to ensure that patrons are able to maintain physical distancing while re-entering the auditorium, the Front of House Manager may extend the intermission until they can ensure that:

- Washroom lineups at all washrooms are clear
- Bar lineups are clear

Once lineups are all clear, the Front of House Manager will hand over the house to the Stage Manager. As such, the length of intermissions, may be greater than fifteen (15) minutes. Intermissions will continue to be scheduled for fifteen (15) minutes only, in order to minimize potential interactions between people.

The Front of House Manager or designate will ring the lobby bells to alert patrons of the end of intermission after ten (10) minutes have passed, then again at five (5) minute intervals until the performance begins. The lower level bar lights will also be turned off when the first bell sounds, to advise patrons that five (5) minutes remain for bar service.

### **Departure**

Patrons will leave the facility immediately following the end of an event, in limited groups, as directed by the Front of House Manager, through the exit closest to their seats. A Front of House announcement will be made immediately after the performance to:

- Remind patrons to stay in their seats until their section is called to exit the auditorium
- Advise patrons, if applicable, that merchandise will be available for sale after the performance at coat check
- Request that patrons leave the facility immediately, or after using washrooms or buying merchandise
- Remind patrons that they are not permitted backstage, and must go outdoors to meet up with performers
- Remind patrons to maintain 2 metre physical distance



City of Brampton staff continue to be available to support patrons with accessibility needs. Patrons will be asked to check their seat number, and exit the auditorium by the closest exit, in the following order:

- Group 1:
  - Lower Boxes A, B, C, D
  - Lower Boxes E, F, G, H
  - Rows K-L, Seats 201-209
  - Rows A-H Seats 101-121
  - Rows M-R seats 351-358
  - Rows AA-GG seats 401-418 (upper level)
  - Boxes AA, BB, CC, DD (upper level)
- Group 2
  - Rows A-F, Seats 151-156
  - Rows K-L, Seats 251-259
  - Rows M-R, Seats 301-308
  - Rows AA-GG seats 441-456 (upper level)
  - Boxes EE, FF, GG, HH (upper level)
- Group 3: all centre sections, split down middle and take the closest exit

Friends and family of performers wishing to meet up after the performance must do so outdoors; patrons are not permitted backstage and performers must remain in the backstage areas of the facility. When merchandise is available for sale, those wishing to purchase must line up at coat check according to the floor decals running counter-clockwise around the rotunda, as directed by City of Brampton staff.

Patrons can exit the facility through any lower lobby doors. Staff will ensure that patrons leave the facility immediately following the end of the event.

### **First Aid**

While Performing Arts staff are first aid certified, they will not be providing first aid support to patrons who fall ill, unless there is a life-threatening emergency, or support can be provided with minimal risk (ex: giving out ice packs or adhesive bandage). For first aid issues that cannot immediately be resolved by staff onsite, call 9-1-1.

A temporary isolation space is available in The Rose lobby, should a patron have a medical emergency, and need to wait onsite for the arrival of an ambulance. This location is close to the exit under the grand staircase, and has physical barriers to separate it from other patrons and staff in the lobby.

### **Respectful Behaviour**

Disrespectful behaviour towards staff, participants, and other patrons will not be tolerated, and is the basis for removal from the event and potentially future City events.

### **CONTACT TRACING**

Access to Performing Arts facilities and any line-ups at the entrance will be controlled and monitored by staff, and indicated by signage, fencing and/or ground markings. Up to four (4) people from the same household can be seated in each seating bubble.

### **Screening Process**

Upon arrival, patrons will be asked by staff if they have any COVID-19 symptoms. Patrons may be tested for temperature, or may be subject to other measures, as applicable. Patrons with symptoms will not be allowed to enter the venue. Patrons who develop symptoms while onsite will be asked to leave immediately. The person who registers or purchases tickets for the event will be responsible for providing the contact information for all members of their group, should this be required by the City of Brampton or Peel Public Health for contact tracing purposes.

Patrons who are not able to pass the screening will not be allowed to enter. Individuals who, while onsite, develop any new or worsening symptoms not related to a known cause or pre-existing condition must inform staff immediately, and leave the facility. Patrons who appear to have symptoms upon arrival at Performing Arts facilities, or who become sick while onsite must leave the facility immediately.

## Passive Screening Questions

# Self Screen



Please take a few moments to answer the following questions.

**\*\*Please Note:** To be considered fully vaccinated, it must have been 14 or more days since your final dose of either a two-dose or a one-dose vaccine series.

1. Are you currently experiencing one or more of the symptoms below that are new or worsening? Symptoms should not be chronic or related to other known causes or conditions.

Fever and/or chills	YES	NO
Cough or barking cough (croup)	YES	NO
Shortness of breath	YES	NO
Sore throat	YES	NO
Difficulty swallowing	YES	NO
Runny or stuffy/congested nose	YES	NO
Decrease or loss of smell or taste	YES	NO
Pink eye	YES	NO
Headache*	YES	NO
Digestive issues like nausea/vomiting, diarrhea, stomach pain	YES	NO
Muscle aches/joint pain*	YES	NO
Extreme tiredness*	YES	NO
Falling down often	YES	NO

\*Not related to getting the COVID-19 vaccine in the last 48 hours or other known causes or conditions you already have.

2. Is anyone you live with currently experiencing any new COVID-19 symptoms and/or waiting for test results after experiencing symptoms?

If you are fully vaccinated\*\*, select "NO".

If the person got a COVID-19 vaccine in the last 48 hours and is experiencing mild headache, fatigue, muscle aches, and/ or joint pain that only began after vaccination, select "NO".

3. In the last 14 days, have you travelled outside of Canada AND been advised to quarantine per the federal quarantine requirements?

If exempt from federal quarantine requirements (for example, you are fully vaccinated and have met the specific conditions, or an essential worker who crosses the Canada-US border regularly for work), select "NO".

4. In the last 14 days, have you been identified as a "close contact" of someone who currently has COVID-19?

If you are fully vaccinated\*\* and have not been told to self-isolate by public health, select "NO".

5. Has a doctor, health care provider, or public health unit told you that you should currently be isolating (staying at home)?

This can be because of an outbreak or contact tracing.

6. In the last 10 days, have you tested positive on a rapid antigen test or home-based self-testing kit?

If you have since tested negative on a lab-based PCR test, select "NO".

7. In the last 14 days, have you received a COVID Alert exposure notification on your cell phone?

If you are fully vaccinated\*\* select "NO".

If you already went for a test and got a negative result, select "NO".

If you answered YES to any of these questions:

**DO NOT ENTER THE BUILDING.**

Contact your Public Health Unit or your family physician for direction. Stay safe.

**City Employees:** Contact their Supervisor right away about being unable to work your shift. Return home.

**Visitors:** Call 311 for any help with accessing City programs or services.

If you are unsure if your answer is YES or NO to these questions:

**DO NOT ENTER THE BUILDING.**

**City Employees:** Please contact their Supervisor for clarification.

**Visitors:** Please contact your public health unit or family physician.

If you answered NO to all of these questions:

**PLEASE USE HAND SANITIZER UPON ENTERING THE BUILDING.**



Masks are required in all City facilities.



Maintain physical distance of 2 metres (6 feet) between yourself and others.



Wash your hands or use an alcohol based hand sanitizer frequently.

If the answer to any of these screening questions changes during the day, go home to self-isolate immediately and contact your health care provider. City employees must inform their Supervisor.

Thank you for helping keep our facilities safe. We're in this together.

### PARTICIPANTS

'Participant' includes all individuals at the facility as part of an event team (staff, volunteers, performers, crew), and excludes City of Brampton staff and volunteers, as well as patrons.

### REQUIREMENTS

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All participants are required to comply with the following COVID-19 control measures.

#### **Proof of COVID-19 Vaccination for Rental Clients**

Rental clients rent space for their own activities in facilities owned by the City of Brampton using a Facility Rental Agreement. Rental clients must provide proof of COVID-19 vaccination and identification with matching name and date of birth to gain admission to City of Brampton Performing Arts facilities. The final dose of the COVID-19 vaccine must have been administered at least 14 days before providing the proof of being fully vaccinated. This measure has been implemented by the Government of Ontario to provide added protection against COVID-19. Proof of a negative COVID-19 test will not be accepted as an alternative to proof of full vaccination.

City of Brampton staff will do their best to ensure the screening process moves as quickly as possible. Please plan to arrive at the scheduled time to complete the necessary verification, and have proof of COVID-19 vaccination and matching identification ready when entering the facility.

Rental Clients who cannot receive the COVID-19 vaccine due to medical exemptions will be permitted entry with a doctor's note clearly indicating a COVID-19 vaccination exemption.

The following methods of proof of COVID-19 vaccination status will be accepted from Artists, Curators and Co-Presenters at City of Brampton Performing Arts facilities, with one piece of personal identification with matching name and date of birth:

- **Proof of immunization vaccine receipt**, available:
  - From the [provincial booking portal](#)
  - By calling the Provincial Vaccine Booking Line at 1-833-943-3900
- **Ontario enhanced digital vaccine receipt**, available in October 2021

Paper proof of vaccination and medical exemptions will continue to be accepted after the digital option is made available.

#### **Proof of COVID-19 Vaccination for Artists, Curators and Co-Presenters**

Artists, Curators and Co-Presenters are engaged by the City of Brampton to provide artistic services. They are considered 'contractors', and are required, under the City of Brampton's COVID-19 Vaccination Administrative Directive to demonstrate proof of COVID-19 vaccination and identification with matching name and date of birth to gain admission to City of Brampton Performing Arts facilities, as of October 15, 2021. The final dose of the COVID-19 vaccine must have been administered at least 14 days before providing the proof of being fully vaccinated. This measure has been implemented by the City of Brampton to provide added protection against COVID-19.

City of Brampton staff will do their best to ensure the screening process moves as quickly as possible. Please plan to arrive at the scheduled time to complete the necessary verification, and have proof of COVID-19 vaccination and matching identification ready when entering the facility.

Artists, Curators and Co-Presenters who cannot receive the COVID-19 vaccine due to medical exemptions will be permitted entry with a doctor's note clearly indicating a COVID-19 vaccination exemption.

The following methods of proof of COVID-19 vaccination status will be accepted from Artists, Curators and Co-Presenters at City of Brampton Performing Arts facilities, with one piece of personal identification with matching name and date of birth:

**Proof of immunization vaccine receipt**, available:

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- **Ontario enhanced digital vaccine receipt**, available in October 2021

Paper proof of vaccination and medical exemptions will continue to be accepted after the digital option is made available.

### Screening Form

All participants who will be entering a City of Brampton Performing Arts facility must complete and submit a [COVID-19 Screening Form](#) in advance of arrival. Groups of participants may complete a single form for the group, as long as accurate and complete contact information corresponding to each participant is listed.

### Masks

In accordance with [City of Brampton By-Law 135-2020](#) and [provincial recommendations](#), masks that cover the nose, mouth and chin must be worn in all indoor spaces, including the parking garage, elevators, lobby and theatre, with [some exceptions](#). Masks must also be worn in all outdoor spaces where physical distancing is not possible. Face coverings such as scarves, bandanas, neck gaiters/warmers are not masks, and masks with exhalation valves are no longer permitted. City of Brampton staff will monitor entrance points to facilities to ensure that patrons are wearing masks. Masks may only be removed for consumption of food or drink if an individual is seated in a designated area for that purpose. Masks for participants are not provided by the City of Brampton.

Regardless of COVID-19 test results, participants may only remove masks temporarily while:

- Actively eating or drinking and physically distanced
- Actively rehearsing or performing

Only participants rehearsing a scene/number may remove their masks while rehearsing that scene/number, and must replace their masks immediately after the rehearsal of that scene/number.

### Physical Distancing

Participants must maintain a physical distance of at least two (2) metres or six (6) feet from each other, except when:

- Necessary for the participants to be closer to each other for the purposes of the performance or rehearsal
- Necessary for the purposes of health and safety

### Arrival & Departure

Based on event details, the City of Brampton will provide:

- Arrival times
- Facility entrances and exit locations
- Designated space(s) and corresponding capacity
- Maps and/or layouts, where applicable

Entry to the facility is only possible at arrival times that have been scheduled in advance with City of Brampton staff. Only City of Brampton staff may grant access to Performing Arts facilities. Contract end times will not be altered due to late arrivals. All participants must exit the facility immediately following the end of the event.

### Backstage Protocol

The information in the following document will be shared verbally with all participants upon arrival onsite at Performing Arts facilities, and will be posted backstage. City of Brampton staff may also choose to share the document with participants in advance of arrival on site.

## BRAMPTON THEATRES

COVID-19 BACKSTAGE PROTOCOL

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The City of Brampton values diversity and inclusiveness, and recognizes that enhancing access to goods and services provides increased opportunities for people of all ages and abilities. We are committed to offering an accessible, safe, and barrier-free experience for all. For questions about accessibility, or if you would like to request accommodation, contact a City of Brampton Technical Operations staff member onsite, or email [paul.major@brampton.ca](mailto:paul.major@brampton.ca).

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There is currently an inherent risk of exposure to COVID-19 in any public place where people are present. COVID-19 and its variants are extremely contagious diseases that can lead to severe illness and death, especially to older adults and individuals with underlying medical conditions. Performers, participants and patrons must comply with all posted City instructions, and understand and assume all risks related to exposure to COVID-19. Due to the nature of COVID-19 restrictions, this information is subject to change with little notice.

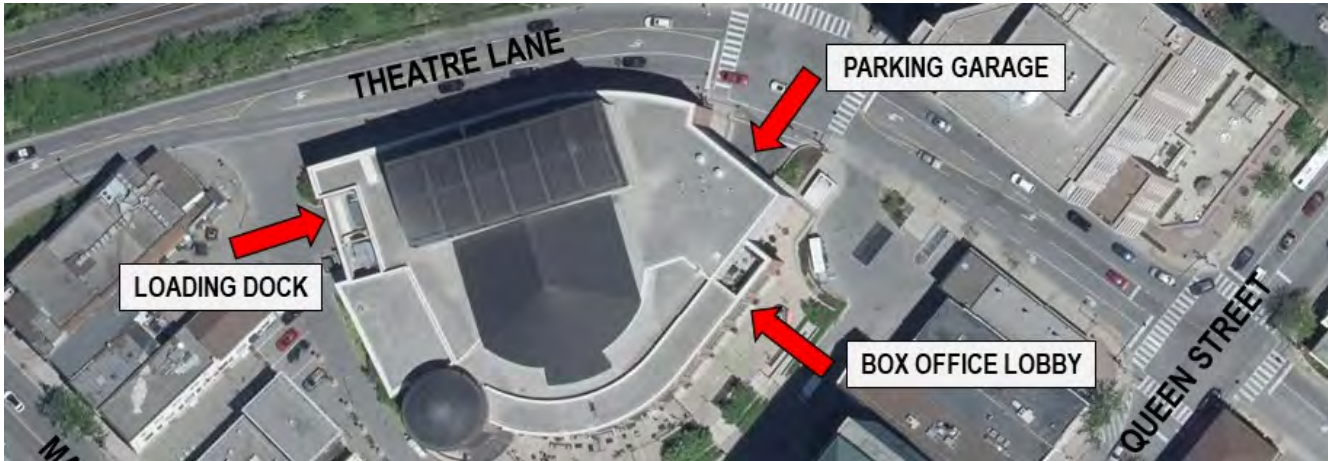
The following are the basic protocols that must be followed at City of Brampton Performing Arts facilities:

- Complete a [Performing Arts COVID-19 Screening Form](#) upon entering the facility.
- Face masks must be worn at all times inside the facility unless:
  - Necessary for the purposes of a performance, rehearsal, or sound check
  - Necessary for eating or drinking; eating and drinking, with the exception of water, is only permitted in designated areas, and never on stage
- Maintain a physical distance of at least 2 metres (6 feet) from all others except when:
  - Necessary for the purposes of a performance, rehearsal, or sound check;
  - Necessary for the purposes of health and safety or first aid treatment
- Only City of Brampton staff may grant access to Performing Arts facilities, at scheduled arrival times. All external parties must request support from City of Brampton staff when latecomers arrive.
- Always wear a mask to approach City of Brampton staff within less than 2 metres (6 feet), regardless of allowances above.
- City of Brampton staff will only handle equipment belonging to or rented by the City of Brampton, unless arrangements have been made during the planning process.
- Clear plastic dividers are available upon request.
- Practice good hand hygiene, including routine hand washing with soap and water, and the use of hand sanitizer. Hand sanitizing stations are available throughout facilities.
- Spit valves may only be used with an absorbent cloth or towel in place; any area used for a spit valve must be cleaned by the user with cleaning products provided by the City of Brampton.

September 2021

## The Rose

One (1) loading dock can be made available for equipment if requested in advance. Loading dock doors may be used as an entrance/exit if not in use by another group. Upon arrival at The Rose, participants must complete a COVID-19 screening with City of Brampton staff, then proceed directly to their designated space(s). Only participants who are essential to the event are permitted backstage, for the duration of the event, including any pick up and drop off period. Drivers, including parents of youth participants, who are dropping people off, and not attending a public event through registration or ticket purchase, must wait outside or in the parking garage.



## LBP (Lester B. Pearson)

The loading dock can be made available for equipment if requested in advance. The theatre can only be accessed through the stage door located in the east parking lot off Central Park Drive, unless alternate arrangements have been made.

Upon arrival at LBP, participants must complete a COVID-19 screening with City of Brampton staff, then proceed directly to their designated space(s). Only participants who are essential to the event are permitted backstage or in the studio, for the duration of the event, including any pick up and drop off period. Drivers, including parents of youth participants, who are dropping people off, and not attending a public event through registration or ticket purchase, must wait outside the building or the theatre.



### **Cleaning and Disinfecting**

Any show-related items brought by participants or third-party vendors must be disinfected prior to entering the facility, and handled by the participants. If City staff are required to handle equipment, arrangements must be made in advance during the event planning process.

### **Designated Spaces**

Designated spaces are the areas in the facility that participants may use or pass through. These areas will be determined by the City of Brampton, based on the event details. Entrances to and travel between designated spaces are marked with signage and floor decals.

### **Equipment**

- Whenever possible, participants should provide their own backline and microphones
- Spit valves may only be used with an absorbent cloth or towel in place; any area used for a spit valve must be cleaned by the participant using cleaning products that will be provided by the City of Brampton

### **Security**

Security will be scheduled based on event requirements, as determined by the City of Brampton.

### **Merchandise**

Artist merchandise may only be sold by City of Brampton staff until further notice. 'Artist merchandise' is limited to items produced by, or promoting the artist(s) performing on stage. Merchandise sales will take place at the coat check window following the performance. Merchandise sales may not take place prior to the performance or at intermission in order to ensure that patrons are able to maintain physical distancing requirements.

Payment for merchandise can be made in cash, or by debit/credit. All merchandise payment will be retained by the City of Brampton and will be added to the final reconciliation or settlement. A 20% commission will be charged to all merchandise revenue.

- Participants will:
  - Advise the City of Brampton during show advancing, and no later than two (2) week prior to the event, that they wish to have merchandise sold
  - Provide merchandise to be sold to the Front of House Manager, two (2) hours prior to the performance
- Front of House staff will:
  - Complete opening inventory count and Merchandise Inventory Log
  - Set up merchandise at coat check following intermission, where applicable, or once the performance begins if no intermission is scheduled
  - Brief Food and Beverage staff assigned to merchandise sales prior to lobby doors opening (6:30pm-6:45pm)
  - Ensure that physical distancing is maintained by patrons lining up to purchase merchandise after the performance
  - Sign off on completed Merchandise Inventory Log
- Food and Beverage staff will:
  - Sell merchandise (cash, debit, credit)
  - Complete closing inventory count and Merchandise Inventory Log



- Keep all cash and receipts to be reconciled on rental contract or artist contract settlement

### **Meet and Greet Set-up**

Meet and greets and pre/post show private or public receptions cannot be accommodated until further notice. Friends and family of performers wishing to meet up after the performance must do so outdoors; patrons are not permitted backstage and performers must remain in the backstage areas of the facility.

### **CAPACITY & DURATION**

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The maximum current capacity limit is determined by City of Brampton staff based on current restrictions. The capacity for any room or space within the facility may be less than the maximum provincially mandated capacity for an event in order to ensure that all physical distancing and safety measures are followed. This capacity may also vary depending on the event-specific configuration. As such, only people essential to the operation of the event are allowed in the facility.

### **CONTACT TRACING**

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#### **Screening Process**

All participants who will be entering a City of Brampton Performing Arts facility must complete and submit a [COVID-19 Screening Form](#) in advance of arrival. Groups of participants may complete a single form for the group, as long as accurate and complete contact information corresponding to each participant is listed.

Upon arrival, information provided in the form will be confirmed verbally with each participant by a City of Brampton staff member upon entering any Performing Arts facility. This confirmation of negative responses to all screening questions for each individual will take place at the designated entrance for the event. Participants may be tested for temperature, or may be subject to other measures, as applicable.

Participants who are not able to pass the screening will not be allowed to enter the facility. Participants who, while onsite, develop any new or worsening symptoms not related to a known cause or pre-existing condition must inform staff immediately, and leave the facility.

Any individuals whose activity onsite extends to two (2) or more consecutive days must complete and submit a COVID-19 Screening Form prior to the first day onsite. Upon arrival at the facility each day, City of Brampton staff will confirm negative responses to screening questions for each individual. Any individuals whose activity is recurring, but does not take place on consecutive days must complete and submit a form for each occurrence.

#### **Screening Questions**

All participants – including participants for activities outdoors and/or in Garden Square – who will be entering an indoor City of Brampton Performing Arts facility (The Rose, LBP, Cyril Clark) will be asked the following questions upon arrival at the facility:

- Do you currently have COVID-19, or are you awaiting COVID-19 test results?
- Are you experiencing one or more of the symptoms below that are new or worsening? Symptoms should not be chronic or related to other known causes or conditions.
  - Fever and/or chills
  - Cough or barking cough (croup)

- Shortness of breath
- Sore throat
- Difficulty swallowing
- Runny or stuffy/congested nose
- Decrease or loss of smell or taste
- Pink eye
- Headache\*
- Digestive issues like nausea/vomiting, diarrhea, stomach pain
- Muscle aches/joint pain\*
- Extreme tiredness\*
- Falling down often
- Is anyone you live with currently experiencing any new COVID-19 symptoms and/or waiting for test results after experiencing symptoms?
  - If you are fully vaccinated\*\*, select 'No'
  - If the person got a COVID-19 vaccine in the last 48 hours and is experiencing mild headache, fatigue, muscle aches, and/or joint pain that only began after vaccination, select 'No'
- In the last 14 days, have you travelled outside of Canada AND been advised to quarantine per the [federal quarantine requirements](#)?
  - If exempt from the federal quarantine requirements (for example, you are fully vaccinated and have met specific conditions, or an essential worker who crosses the Canada-US border regularly for work), select 'No'
- In the last 14 days, have you been identified as a “close contact” of someone who currently has COVID-19?
  - If you are fully vaccinated\*\* and have not been told to self-isolate by public health, select 'No'
- Has a doctor, health care provider, or public health unit told you that you should currently be isolating (staying at home)?
  - This can be because of an outbreak or close tracing.
- In the last 10 days, have you tested positive on a rapid antigen test or homebased self-testing kit?
  - If you have since tested negative on a lab-based PCR test, select 'No'
- In the last 14 days, have you received a COVID Alert exposure notification on your cellphone?
  - If you are fully vaccinated\*\*, select 'No'
  - If you already went for a test and got a negative result, select 'No'

\* Not related to getting the COVID-19 vaccine in the last 48 hours or other known causes or conditions you already have

\*\* To be considered fully vaccinated, it must have been 14 or more days since your final dose of either a two-dose or a one-dose vaccine series.

## CITY OF BRAMPTON STAFF & VOLUNTEERS

### KEEPING STAFF SAFE

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All staff who are able to work remotely will continue to do so until further notice. Staff who are sick must stay home. Staff who are onsite, as well as those who are working remotely must adhere to all safety protocols in the *Reopening Safely Service Card* on the City's internal web portal to ensure ongoing awareness and education.

### PROOF OF COVID-19 VACCINATION

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City of Brampton staff and volunteers are required to demonstrate proof of COVID-19 vaccination, or proof of medical exemption and proof of negative COVID-19 tests, as of October 15, 2021 in accordance with the City of Brampton's COVID-19 Vaccination Administrative Directive. The final dose of the COVID-19 vaccine must have been administered at least 14 days before providing the proof of being fully vaccinated. This measure has been implemented by the City of Brampton to provide added protection against COVID-19.

### STAFF SCREENING FOR COVID-19

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The City has established requirements for both self-screening and active screening to ensure that employees commit to a daily practice of screening to protect themselves and others, in accordance with the *Employee COVID Check-In Guide*. Screening questions are determined and updated by Brampton Emergency Management Office and Region of Peel Health, in consultation with provincial and federal authorities.

Leaders are required to inform employees of the screening requirements. Employees reporting to work at a City workplace are required to participate in active screening through the automated system. Employees who do not participate in active screening may not enter the workplace until the screening has been completed and confirmed.

### VOLUNTEER SCREENING FOR COVID-19

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As of October 2021, Performing Arts volunteers will be gradually returning to usher during in-person events.

Volunteers are required to complete a self-assessment with the Province of Ontario's [COVID-19 Self-Assessment Tool](#) the day of each shift, up to a minimum of two (2) hours prior to each shift start. Self-assessment results must be emailed to the Coordinator, Volunteer Services prior to arrival onsite.

### CONTROLLING THE RISK OF TRANSMISSION

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Only those staff who are required for current operations are onsite; the following control measures apply.

#### Physical Distancing

Everyone must exercise physical distancing (2 metres) whenever and wherever possible—with employees, customers, visitors and contractors. Additionally, the City may alter the workspace to help employees maintain physical distance from each other and from the public, as needed.

### Public Facing Counter Barriers

Public facing service delivery counters have acrylic separation barriers installed to ensure there is separation between employees and customers. The barrier provides a layer of defense against the potential risk of exposure to COVID-19.

### Masks

To help ensure the health and safety of employees and the workplace, masks are provided to each employee, and must be worn in indoor public spaces that are openly accessible by the public in accordance with [City of Brampton By-Law 135-2020](#), [provincial recommendations](#), and City of Brampton workplace requirements. Masks must be worn when moving around the office or facility, and in all common areas: *if you walk, you mask*. Leaders are required to provide information and instruction for the proper use, maintenance and disposal of masks to employees. Employees are required to read and understand the information.

The medical-grade mask must be worn for the duration of the work day, for employees who are unable to maintain two (2) metres of physical distance from others during the course of their work, and similar to previous mandatory masking policies, must cover their nose, mouth, and chin.

- Employees in the departments affected by this switch to medical-grade masks from non-medical masks, will be issued a supply of medical-grade masks.
- Employees who can maintain physical distance, must continue to do so, and will continue to follow the previous masking policies, which are still applicable for the health and safety of everyone.

N95 masks are available for any staff who request them, as well as any staff who provide first aid in an emergency.

### Eye Protection

Eye protection must be worn for the duration of the work day, for employees who are unable to maintain two (2) metres of physical distance from others during the course of their work. Eye protection may include any of the following:

- Face shield
- Safety glasses with side shields
- Goggles
- Safety glasses with foam gasket

Eye protection must always be worn with a medical-grade mask. Eye protection in the form of face shields, safety glasses with side shields, goggles, or safety glasses with foam gaskets, should never be worn while operating any vehicle.

### Hand Hygiene

All employees must practice good hand hygiene, including routine hand washing with soap and water, and the use of hand sanitizer. Hand sanitizing stations are available throughout facilities, including at entrances, lobbies, exterior washroom areas, elevator lobbies, boardrooms, lunchrooms and kitchenettes. Hand sanitizer has a minimum 60% alcohol-based formulation that is proven to kill 99.9% of germs, and is fragrance-free.

### Communication and Signage

The City provides regular updates on COVID-19 to all staff online, by email and in-person. The City has created signage to be placed in the workplace to raise awareness, remind employees of the potential risks of exposure to COVID-19, and list the measures that are necessary to stop its spread, such as:

- Signs and symptoms of COVID-19
- Promote proper hand and cough/sneeze hygiene practices
- Maintain physical distancing

- How to self-screen
- Mandatory masks

Signs, posters, floor markings, or other visual cues are used to promote control measures, where needed.

### **Cleaning and Disinfecting**

Standard cleaning and disinfecting procedures and checklists have been established to reduce the risk of potential exposure to COVID-19. High frequency touch points in common areas (e.g. doorknobs, handrails, elevator buttons, washrooms, lunchrooms, boardrooms) are cleaned and disinfected at least once a day. Employees responsible for cleaning and disinfecting have been trained on procedures using sanitizing wipes and disinfectant sprays.

### **Shared Workspaces**

Employees are discouraged from using each other's workstations, keyboards, phones, offices, or other work tools and equipment, when possible. Where workstations, work tools, or equipment are shared (e.g. customer service counters, cash registers, hand tools), they are cleaned and disinfected before and after use by the user.

### **In-Person Meetings**

In-person interactions between staff should be kept to a minimum. Staff who continue to spend time in the workplace are encouraged to continue using virtual or electronic methods to conduct meetings keeping in-person interactions to a minimum. In situations where an in-person meeting is necessary, everyone must ensure that safety protocols are in place, specifically that meeting participants wear masks and physically distance (2 metres) at all times throughout the meeting.

## **EXPOSURE TO COVID-19**

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Employees returning from travel outside of Canada are required to quarantine or self-isolate for fourteen (14) days upon their return (unless exempt from [federal quarantine requirements](#)); they are unable to work during their quarantine or isolation period and must use vacation, lieu or unpaid time for the duration of this period.

Employees who become sick during the day must be separated from others and sent home. If arrangements are required for the employee to be transported home, they must be kept in an isolated area until arrangements are made.

When an individual is diagnosed with COVID-19 they must not report to work and must self-isolate immediately. The individual would contact their local Public Health unit to seek further guidance on their isolation period. Public Health will initiate an investigation that includes discussion with the individual regarding whom they had close personal contact with during the previous 24 – 72 hours. Public health will follow up with close contacts to let them know of the situation, to confirm if they were a close contact, and if so, to advise them to immediately self-isolate for fourteen (14) days following the last date of exposure to the affected employee and/or get tested for COVID-19. Public Health will consult with the City if additional information is needed related to the individual or if any other measures need to be taken by the workplace or staff to reduce the risk of transmission.

We remain committed to providing safe and transparent services by sharing any updates regarding City of Brampton employees in public-facing roles who test positive for COVID-19. This information is posted on the [City website](#).

Patrons and participants who appear to have symptoms upon arrival at Performing Arts facilities, or who become sick while onsite will be told to leave immediately.

## RISK MANAGEMENT

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### Processes and Training

Corporate policies and Standard Operating Procedures (SOPs) must be updated or developed to include the appropriate practices during COVID-19, including:

- Education and training for all employees on COVID-19 related policies, guidelines and SOPs
- Limitations for non-essential travel between worksites or to other locations
- Time off or requested leaves
- Alternate or flexible work arrangements
- Records and/or logs of all non-City employees visiting locations or sites
- Privacy protection for City staff and/or third parties
- Reporting protocol for concerns or refusal to work
- Regular audits for compliance/adherence to protocols
- Ongoing maintenance and inspections
- Staggered staff scheduling
- Regular review and updates of policies and procedures to ensure compliance with legislative requirements

### Customer Service

The City has created the *Ensuring Customer Service in a Safe and Positive Manner as We Reopen* resource to provide instruction to employees on how to safely serve customers in light of the mandatory mask by-law for wearing masks at all indoor public spaces. This document focuses on education first, with enforcement to be deployed only as a last resort option.

### Contractor Management

The City has created the *COVID-19 Contractor Management Program* to help ensure contractors are aware of and adhering to public health requirements regarding COVID-19 in City workplaces. This document focuses on establishing responsibilities, managing service contractors/consultants/suppliers, the City's COVID-19 protocols, facilitating site visits, and receiving deliveries. Additional facility-specific details will be provided to contractors working at Performing Arts facilities.

### Health and Well-being

The City is committed to supporting leaders and employees to prioritize their and others' health and well-being during the return to work. Strategies include the Employee Family Assistance Program and the Health and Well-being service catalogue.

## ONGOING EVALUATION

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- Ensure continued success by completing regular reviews and updates of:
  - Policies and procedures
  - Training programs
  - Regulation changes and announcements from provincial and regional governments and health authorities
- A dedicated project team meets bi-weekly to:
  - Provide updates
  - Discuss challenges
  - Identify required changes
- The full staff team meets weekly to discuss onsite schedule and provide departmental updates
- Staff are encouraged to:
  - Provide feedback on the efficiency and effectiveness of operations
  - Identify resources that are running low or lacking
  - Identify issues with personal protective equipment and safety measures
- Feedback from artists and rental clients is collected through surveys
- Consult regularly with City of Brampton Emergency Operations Committee (bi-weekly meetings)
- Consult with Brampton Emergency Management Office to develop information and processes