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COMPANY DETAILS

Business name: City of Brampton
Date completed: December 1, 2020
Division/group: Performing Arts
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Developed by: Performing Arts
Others consulted: Brampton Emergency Management Office
Health, Safety and Wellness
Employee and Labour Relations
Strategic Communications

OVERVIEW

There is currently an inherent risk of exposure to COVID-19 in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death, especially to senior citizens and individuals with underlying medical conditions. 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. 'Participant' includes all individuals at the venue as part of an event team (staff, volunteers, performers, crew), and excludes City of Brampton Performing Arts staff.

The City of Brampton is working in accordance with the provincial [COVID-19 Response Framework: Keeping Ontario Safe and Open](#); this plan outlines how current guidelines are being applied in Performing Arts venues.

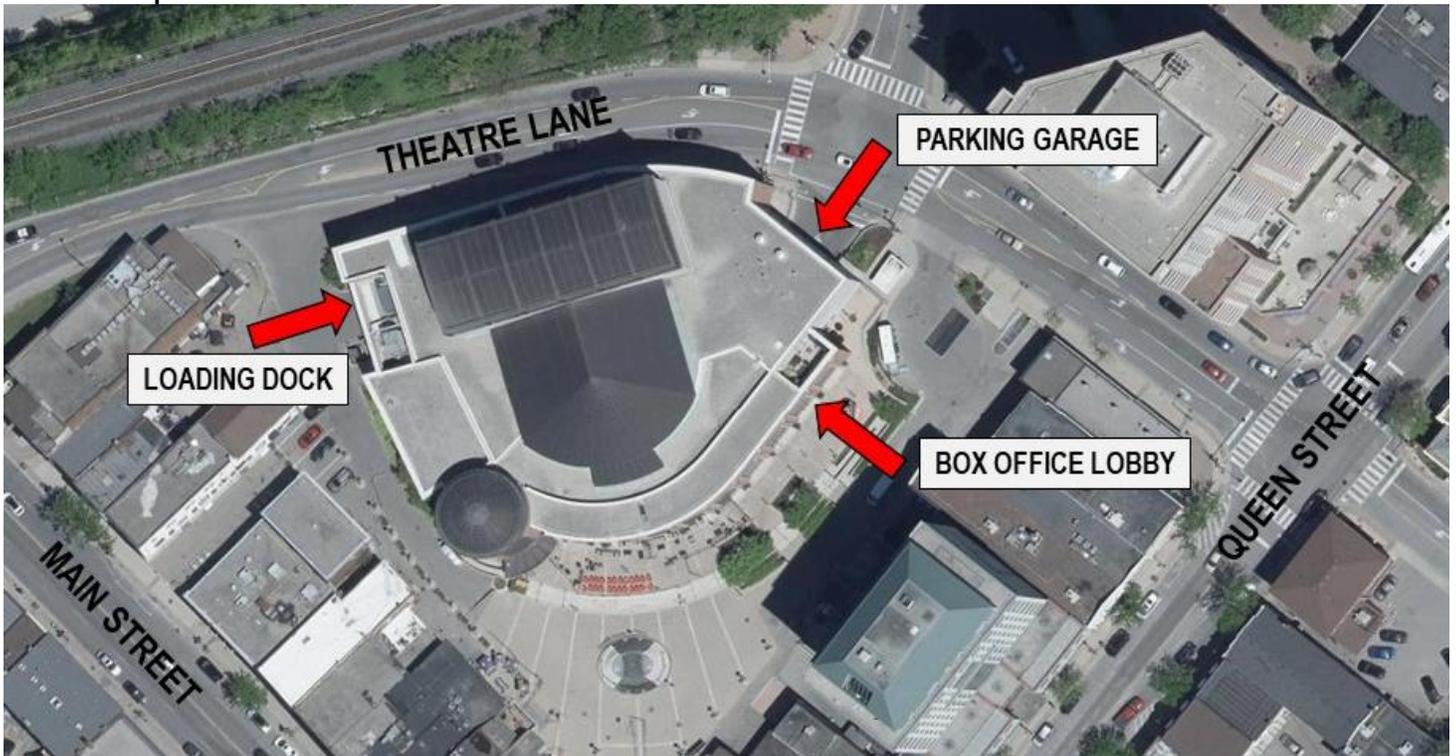
All Performing Arts venues are currently closed to the public; events with in-person audiences are not possible. Some activities may still take place in each of the provincial five [levels of public health measures](#) (ex: rehearsals, filming, live broadcast of performance), however the number of participants allowed will vary.

PARTICIPANTS

REQUIREMENTS

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

Arrival & Departure



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

- Arrival times
- Venue entrances and exit locations
- Designated space(s) and corresponding capacity
- Applicable maps and layouts

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, participants must proceed directly to their designated space(s). Only participants are permitted in the facility, including all designated spaces as well as the 24 hour Box Office lobby, 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 must wait outside or in the parking garage.

Entry to the facility is not possible prior to the scheduled entry time, or at any other time not previously scheduled. If participants do not arrive at the scheduled time, the time allotted may be reduced at the City of Brampton's discretion. All participants must exit the facility immediately following the end of the event.

Physical Distancing

The use of a mask or face covering is strongly recommended at all times possible, even during performances.

- 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:
 - For singers: when singing
 - For wind instrument players: when they are playing their instrument
 - For everyone else: when they are sitting in their assigned physically distanced space
 - Necessary for the purposes of health and safety
- Singers and players of brass or wind instruments must be separated:
 - From spectators by plexiglass or impermeable barrier (Prevent, Protect and Restrict levels)
 - From others, including other performers, by plexiglass or other impermeable barrier (Control and Lockdown levels)

Rolling plexiglass frames will be used to ensure proper separation.

Masks/Face Coverings

In accordance with [City of Brampton By-Law 135-2020](#) and [provincial recommendations](#), masks/face coverings must be worn in all indoor spaces, including the parking garage, elevators, lobby and theatre. Each participant will have a physically distanced space in the theatre. Masks/face coverings must be worn at all times while participants are moving to and from their assigned space, but can be removed while participants are seated in their assigned location. Participants are encouraged to keep masks/face coverings on whenever possible, including during rehearsals and performances. Masks/face coverings for participants are not provided by the City of Brampton.

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. Non-essential personal items must remain outside the facility.

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 the stage and dressing room areas are marked with signage and floor decals.

Equipment

- Whenever possible, participants should provide their own backline and microphones
- Only one (1) stage layout is possible per event, including events with multiple artists (no changeovers)
- Participants must provide their own covers for any woodwind or brass instruments
- 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.

CAPACITY & DURATION

- Maximum current capacity limit is ten (10) people per event, including all participants
- Performance time is limited to a maximum of 75 minutes with no intermission
- For events programmed by Performing Arts, the City of Brampton will have exclusive control over the operation of lighting and video elements

The capacity for any room or space within the venue may be less than the maximum provincially mandated capacity for an event in order to ensure that all physical distancing 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

Rehearsals

'Rehearsals' may also include workshops, meetings and Film Services activities. The Agreement holder is responsible for collecting the full name and phone number of each participant at each rehearsal, either through advance registration or onsite sign-in. This information must be provided to the City of Brampton or Peel Public Health upon request. Prior to arrival, all participants must complete self-screening, and may not enter the building if they:

- Currently have COVID-19, or are awaiting COVID-19 test results
- Have travelled outside of Canada (including the USA) in the past fourteen (14) days
- Have been in close contact with anyone who has travelled outside of Canada in the past fourteen (14) days
- Have been in close contact with anyone with a confirmed or probable case of COVID-19 in the past fourteen (14) days
- Are experiencing any of the following new or worsening symptoms or signs (not chronic or related to other known causes or conditions):
 - Fever or chills
 - Difficulty breathing or shortness of breath
 - Cough
 - Sore throat or trouble swallowing
 - Runny nose/stuffy nose or nasal congestion
 - Decrease or loss of smell or taste
 - Nausea, vomiting, diarrhea, abdominal pain
 - Not feeling well or have extreme tiredness or sore muscles

Participants who develop symptoms from an unknown cause while onsite must immediately inform staff and leave the facility.

Performances

'Performances' include filming for pre-recorded or live broadcast. Prior to performances, the City of Brampton will request:

- The designated onsite contact
- The name and phone number of every person entering the facility
- The responses to the screening questions listed above on behalf of every person entering the facility

Upon arrival outside the facility, City of Brampton will confirm all contact information and that responses to screening questions are negative for all participants. Participants who are not able to pass the screening will not be allowed to enter the facility. Participants who develop symptoms from an unknown cause while onsite must immediately inform staff and leave the facility.

CITY OF BRAMPTON STAFF

KEEPING STAFF SAFE

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.

SCREENING FOR COVID-19

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.

CONTROLLING THE RISK OF TRANSMISSION

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

Physical Distancing

Everyone needs to exercise physical distancing (2 meters) 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/Face Coverings

To help ensure the health and safety of employees and the workplace, masks/face coverings 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](#) and [provincial recommendations](#), and workplaces when physical distancing (2 meters) cannot be maintained, unless a physical barrier is present. Masks/face coverings 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/face coverings to employees. Employees are required to read and understand the information.

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 face coverings

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 face coverings and physically distance (2 meters) at all times throughout the meeting.

EXPOSURE TO COVID-19

Employees returning from travel outside of Canada are required to quarantine or self-isolate for fourteen (14) days upon their return; 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 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](#).

Participants who appear to have symptoms upon arrival at Performing Arts venues, or who become sick while onsite will be told to leave immediately.

RISK MANAGEMENT

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 non-medical masks or face coverings 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 venue-specific details will be provided to contractors working at Performing Arts venues.

Health and Well-being

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

ONGOING EVALUATION

- Ensure continued success by performing 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