

SECTOR GUIDELINES

FOR

SAFE

REOPENING

For theatre producers, operators, artists, and educators



This is a living document, updated as of June 30th, 2020. TNS will amend and update this document as appropriate when Public Health directives are released.

We will also be releasing subsequent updates addressing back of house details and shared resources procurement.

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SUMMARY

Theatre Nova Scotia (TNS) recognizes the global scale of COVID-19 and its far-reaching economic impact. Within this, the theatre sector has been significantly impacted by COVID-19 as it relies on group gatherings for audience and close physical proximity, often-intimate interactions of its performers. Theatres often engage artists from outside of Nova Scotia and some organizations rely on regional, national and international touring as part of their revenue stream.

The risk of transmission of COVID-19 increases the closer you come to other people, the amount of time you spend near them, and the number of people you are around. The risk of surface transmission increases when several people contact the same contaminated surface (e.g. door handles, shared objects) in a short period of time.

TNS would like to offer this guideline for return to operations. This sector plan keeps the safety of Nova Scotians at the forefront and encourages everyone to be familiar with the information at <https://novascotia.ca/coronavirus/staying-healthy/>

Now more than ever, you have a **responsibility to provide a safe environment during all activities**, such as employees in an office setting, volunteers working on maintenance projects, a taping session for online release, a script development workshop, or a class for participants of any age.

TNS is sympathetic to the immense challenges posed in needing to accommodate such significant changes to theatre operations. We know you all believe nothing is worth risking the health and safety of staff, contractors, and patrons. We continue to address the long term impact this will have on all of us. We are advocating and doing everything we can at this time to help ensure you are all able to bring your fellow Nova Scotians vibrant, meaningful, and moving theatre experiences in the post-COVID world.

The decision of when and how to reopen must be driven by a realistic assessment of each organization ability to resume operations safely. **Each organization will decide for themselves if it is suitable or feasible for them to operate under such parameters or if they will continue to refrain from operations.**

Finally, we recognize that if there is an increase in cases in the province, any operations might have to adapt or cease.

REOPENING PLAN REQUIREMENTS

Each organization must develop an operational plan detailing methods to mitigate transmission of disease.

Theatre organizations must ensure the following core operational measures are addressed within their operational plans:

- Designate a responsible person** within the organization to ensure compliance
- Take every reasonable step to ensure **physical distancing** (including employees, contractors, volunteers and/or patrons) according to NS Public Health Guidelines
- Ensure compliance with the NS Public Health social gathering limits**
- Ensure enhanced cleaning and disinfection** of shared areas and surfaces
- Ensure hand washing stations or hand sanitizing products** are available and accessible to all
- Clearly communicate** policies and protocols to all employees, contractors, volunteers, visitors, and patrons
- Ensure a staffing level required to operate the organization to the highest standards of public health
- Ensure instruction and training** in protocols is provided to all employees, contractors, volunteers and visiting artists
- Ensure patrons are instructed, understand, and comply with all protocols
- Ensure patrons understand their requirement to follow organizational regulations** regarding public health and safety as a condition of entrance and attendance
- Ensure mapping of all physical spaces to determine capacity with respect to social gathering limits
- Ensure ingress, movement and egress meets all safety standards throughout programming
- Collect employees, contractors, volunteers, visitor, and patron information for the purposes of contact tracing
- Ensure continual record keeping
- Develop and follow a policy to **prevent employees, contractors, volunteers and/or patrons who are required to self-isolate from entering the organization** according to NS Public Health Guidelines

- Develop and follow a policy that **ensures symptomatic or exposed employees, contractors, volunteers and/or patrons are immediately quarantined and excluded from the organization** according to NS Public Health Guidelines
- Ensure all organizational representatives model and expect safe public health practices** (social distancing, hand hygiene, respiratory hygiene, isolation)
- Designate a group to review and update policies and procedures on a regular basis

REOPENING PLAN CONSIDERATIONS

Theatre organizations are asked to consider their environment, equipment, people and communications operations in detail before resuming normal activities. **It is the responsibility of each organization to determine how they will adapt past practices to accommodate the new public safety considerations. Adaptations must be adequately made in order to resume operations.**

Environment

Within the physical environment of any spaces (offices, lobbies, studios, venues, etc.) each organization or individual must bear in the mind the following:

- Meet the physical distancing requirements as mandated by the Nova Scotia Department of Public Health.
- Consider the size of each space within their organization and create a clear plan for how physical distancing will be maintained within each space.
- Consider personnel safety if physical distancing cannot be maintained within a space (e.g. requiring or providing masks)
- Consider how the space will be used. If the space is to be used for programs or performance, the organization must adhere to gathering limit restrictions as mandated by the Nova Scotia Department of Public Health while ensuring those in the space can maintain physical distancing. **Remember:**
 - The Nova Scotia Department of Public Health has indicated outdoor gathering limits are different than indoor gathering limits.
 - If the size of your space does not allow for enough physical distancing to accommodate the numbers as stated in the gathering limit, an organization must create a clear plan to show how they are limiting the numbers in a given space
 - If an organization is running a program such as a day camp, workshop, etc, the program leader(s) are to be INCLUDED in the gathering limit.
 - If an organization is running a performance and the audience is separate from the performers and crew, the gathering limit is restricted to the audience size.
- Consider how physical distancing will be maintained:
 - Within the facility
 - Before programs and/or performances
 - During programs and/or performances

- After programs and/or performances
 - Distance from performers to audience (as per [NS CCH Guidance document](#))
 - Limit contact of performers and crew with audience (ex: before and after performances, no lobby mingling)
- Consider how groups of people in shared areas will be limited and safely move about. Areas include:
- | | |
|-------------------|------------------|
| ○ Entrances | ○ Exits |
| ○ Box office | ○ Lobby |
| ○ Elevator | ○ Washrooms |
| ○ Offices | ○ Booth |
| ○ On stage | ○ Backstage |
| ○ Shop | ○ Theatre |
| ○ Green room | ○ Dressing rooms |
| ○ Break rooms | ○ Studios |
| ○ Rehearsal halls | ○ Bar |
- Consider floor markers, barriers, directional signs, possible designated entrances and exits, people flow patterns – all to support physical distances
- Consider hand washing zones or hand sanitizing options
- Consider an isolation or quarantine zone

See Appendices A and B for additional mitigation and cleaning considerations.

Equipment

Each organization or individual must bear in the mind the following:

- Consider how shared equipment will be limited
- Consider how equipment will be managed
- Consider equipment for cashless transactions (if not a current operating system)
- Consider equipment for non-contact ticket checking (if not a current operating system)
- Consider system requirement for maintaining contact information (if not a current operating system)
- Consider how equipment will be cleaned:
 - Understand the recommended government cleaning products and procedures
 - <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>
 - See Appendix B for comprehensive cleaning and disinfecting information
 - Designate responsible person(s)
 - Designate a cleaning schedule
 - Designate cleaning regulations/policies
 - Develop a reporting plan
 - Develop a procurement plan
 - Ensure compliance
- Consider the touch surfaces in your organization:
 - Designate responsible person(s)
 - Designate a cleaning schedule
 - Develop a reporting plan
 - Ensure compliance
 - Consider eliminating items that pass from one person to another such as programs, paper tickets, brochures, flyers, etc.

Types of equipment may include:

- Tools & equipment
- Computers & keyboards
- Railings
- Furniture
- Elevator panels
- Ticket scanners
- Projectors
- Props
- Equipment panels
- Phones
- Doorknobs
- Bar tops and tables
- Light switches
- Payment machines
- Curtains, scrim, etc
- Dressing rooms
- Costumes
- Kitchen appliances

 Consider and procure appropriate insurance options for your organization/project Ensure you have appropriate equipment and reliable supply chains before reopening

People

Employer/organizer must bear in the mind the following:

- Consider the safety of everyone working, volunteering or visiting your organization
- Be familiar with provincial Occupational Health and Safety requirements
- Consider your groups, such as:
 - Employees
 - Contractors
 - Volunteers
 - Visiting artists
 - Audience
 - Program participants
 - Patrons
- Consider the impact of NS Public Health suggestions about physical contact within small groups and the continued safety of all your people
- Ensure a designated person(s) responsible for ensuring COVID-19 safety compliance
- Consider a Code of Conduct (see Appendix C)
- Model safe behaviour
- Provide access to hand washing areas or hand sanitizer
- Consider how patrons will be staggered to maintain 2 metre physical distancing upon ticket purchase/registration, arrival and departure
- Consider audience flow to maintain 2 metre physical distancing during:
 - ticket purchasing
 - arrival at a performance
 - bar and/or lobby area
 - access to seating
 - intermission
 - departure at the end of a performance
- Consider how audience will access washrooms and ensuring capacity limits are not exceeding within washroom areas
- Consider how to screen everyone who will come on-site (see Appendix C)

- Consider how to provide an environment in which employees, contractors, volunteers, visitors understand they should stay home if they believe they may be ill, exposed to illness, or have travelled per current Public Health requirements
 - Consider employment policies that support employees' sick days (see Appendix C)
 - Consider refund or deferral policies that support audience or program participants non-attendance
- Consider supply of and policies about use of masks or other necessary safety equipment, especially for:
 - those whose tasks bring them closer to others or in contact with high touch surfaces/objects, such as crew, wardrobe, back of house
 - Instances when social distancing cannot be maintained
- Update written Occupational Health and Safety guidelines to provide to all employees, contractors, volunteers and visiting companies
- Provide/update safety protocol reporting documentation
- Consider reconfiguring workspaces to ensure physical distancing
- Consider best practices for cleaning of individual work areas
- Consider virtual meetings to limit the number of people in a given space
- Consider limiting the number of employees, contractors or volunteers on-site by deciding which are suitable for a remote work arrangement
 - As appropriate, develop written remote work agreements and policies
 - As appropriate, consider staggering shifts
- In organizations with more than 5 employees, ensure a designated employee representative contributes to the organization's Occupational Health and Safety Committee
- Collect contact information of volunteers, visiting artists and patrons to support contact tracing
- Determine how long contact tracing information will be kept and ensure such information would not be misused
- Consider which organization representatives are designated First Aid responders
 - Provide First Aid kits at easily accessible locations within the organization
 - Support in obtaining, renewing or upgrading First Aid and/or Mental Health First Aid certifications
- Consider which organization representatives are designated Fire Marshalls

Employee, contractor, volunteer or visiting company must bear in the mind the following:

- Be aware of Occupational Health and Safety requirements of the organization
- Complete any health declarations if requested:
 - Requirement to stay away from the organization if ill, exposed to illness, potential exposure to illness, or travel
 - Requirement to self-isolate according to Nova Scotia Public Health guidelines
- Follow any stated controls regarding:
 - physical distancing
 - hand hygiene
 - respiratory hygiene
 - use of masks (or other PPE as directed)
 - cleaning of equipment
 - respect of colleagues
- Participate and assist in ensuring a safe environment with the organization
- Document cleaning of the environment and/or equipment
- Consider reporting any areas of concern in keeping with the organization's reporting structure
- Consider when it could be appropriate to refuse to work or volunteer if conditions offer unwarranted, inappropriate, excessive or disproportionate risk

Communications

Organizations/individuals must bear in the mind the following:

- Organizers should be aware they are well within their rights to ask a patron or volunteer to leave the premises if they refuse to comply with safety policies and put others in danger**
- Ensure clear written:
 - Policies
 - Procedures
 - Reporting Plans
 - Action Plans (see Appendix C)
- Consider how patrons will access, complete and submit their screening questionnaire
- Consider how patrons will be encouraged to reduce cash transactions
- Consider how patrons will be asked to provide their contact information
- Consider how employees, contractors and/or volunteers will be informed and be kept up to date on Occupational Health and Safety, especially with respect to COVID-19 policies and procedures
- Consider how audience and/or program participants will be informed and be kept up to date on Health and Safety, especially with respect to COVID-19 policies and procedures
- Consider how to share the Code of Conduct information
- Consider having clearly visible:
 - Distance markers
 - Capacity limits within varying spaces
 - “Off-limits” signs for areas not open to audience, visitors or general public
 - Seating markers
 - Entrance-only doors (if appropriate)
 - Exit-only doors (if appropriate)
 - One-way traffic flow (if appropriate)
- Consider compliance agreements for employees, contractors, volunteers, visiting artists and program participants

- Consider how employees, contractors, and volunteers will access, complete and submit required documentation which could include:
 - Health or travel declarations
 - Cleaning reports
 - On-site illness reports
 - Other safety compliance checklists
- Communicate how contact information will be kept/secured (for the purposes of public health to facilitate contact tracing)
- Consider where and when organization's commitment and directives will be shared:
 - Online (web, social media channels)
 - Direct emails
 - Newsletters
 - With any ticket purchase or program registration
 - Printed and posted signs
- Consider when and who will provide training for employees, contractors, volunteers, and visiting artists
- Consider the most appropriate orientation for program participants
- Consider how to best promote the following among all who come to the organization:
 - Commitment of everyone on-site to a safe environment
 - Social distancing according to NS Public Health Guidelines
 - Entrance protocols
 - "Waiting" areas
 - "Contactless" pick up (of tickets, drinks, etc)
 - Hand hygiene ([see Appendix D](#))
 - Respiratory hygiene ([see Appendix D](#))
 - Non-medical face masks ([see Appendix D](#))
 - Room capacity
 - PPE policy
 - Illness or recent travel policies
 - Refund or deferral policies ([see Appendix C](#))

- First aid and isolation protocols
 - Cleaning protocols
 - Nova Scotia Public Health COVID-19 important guidelines (available at: <https://novascotia.ca/coronavirus/>)
- Consider how to communicate the location of first aid kits and the organization's designated First Aid responder(s)
- Consider how to communicate the location of the fire exits and safe exit plans, and the organization's designated Fire Marshall(s)

APPENDIX A | Detailed Mitigation Considerations

These recommendations assume that physical distancing can be suggested but not necessarily controlled. If the distance can be controlled, wearing masks could be “recommended” rather than required.

Area Considerations

The maximum number for gatherings must be adhered to within EACH area.

Box Office

- Provide ticket agents appropriate PPE
- Protective barriers installed in open ticket windows and between employees in tight spaces
- Contactless ticket options – concerted effort to increase e-ticket use
- Encourage online and telephone sales
- If possible, relocate printers to allow patrons to retrieve tickets directly from the printer
- Tickets printed on-demand
- Encourage cash-free payments – cards and mobile tap preferred
- If employees handle credit cards, they should disinfect cards pre/post each transaction
- Encourage routine hand washing by employees
- Install physical distancing controls for lineups
- Disinfectant wipes/sanitizer available to patrons at touch points (queue, teller windows)
- Encourage patrons to pick-up tickets in advance of performance dates
- Establish pickup time slots to control peak traffic
- Clean and disinfect ticket office/call center daily
- Establish employee health tracking system

Ticket Scanning

- Provide ticket takers appropriate PPE
- Patrons should be instructed to wear face covering inside where physical distancing cannot be maintained
- If possible, implement assigned entry doors to reduce crowds at main doors
- Install physical distancing controls for line-ups
- Adopt touchless ticket scanning – patrons retain tickets
- Encourage routine hand washing by employees and volunteers

- Relocate scanning locations away from doorway to increase distancing
- Establish employee health tracking system
- Disinfectant wipes/sanitizer available to patrons at touch points (Or spray bottles of disinfectant offered and operated by employees/volunteers)

Bar Service

- Provide food service employees appropriate PPE
- Reduce seating area capacity per CDC or local guidelines
- Mobile ordering or pre-ordering intermission drinks -- no contact delivery
- Pre-packaged container products only – patrons self-serve
- Reduce or eliminate mixed drinks and draft systems, consider premixed cocktails and bottles only
- Install sneeze guard at point of sale
- Encourage cash-free payments – cards preferred
- Install patron-operated card readers where possible or self-service pay stations
- Install reach-in style coolers and heaters with no door opening required
- Disinfectant wipes/sanitizer available to patrons at touch points
- Encourage routine hand washing by employees and volunteers
- Implement daily cleaning/disinfecting log at each location
- Extended intermission required

Lobby

- Add signage and floor markings to reinforce expected patron behavior (social distancing, masks)
- Disinfectant wipes/sanitizer available to patrons at entry and touch points
- Pulse entry groups to avoid overcrowding at bottleneck areas
- Enforce metering to ensure capacity allows for safe social distancing
- Create patron movement controls to maintain patron separation and prevent the need to share common spaces while waiting
- Assign specific patron entry doors to control crowd movement and reduce congregating
- Eliminate water fountains or bubblers
- Eliminate soft/porous furnishings as much as possible
- Open lobby at same time as house to allow patrons to move directly to seats or load theatre by row/entry door Eliminate items that encourage gathering such as step + repeat, photo ops (digital alternative?)
- Consult HVAC engineer to assess filter effectiveness and alter airflow patterns to turn over air more frequently

Seating

- Provide usher staff appropriate PPE
- Load auditorium by section or implement zone seating to reduce overcrowding at doors and aisles
- Follow local recommendations for public gatherings
- Reduce seating capacity to conform to local social distancing guidelines; seats adjacent to aisles should be killed in accordance with distancing guidelines
- Load auditorium from front to back to eliminate crossover contact
- Limit patron movement to designated seating area only
- Eliminate usher contact with patrons; self-service seating
- Increase floor marking and aisle signage to allow patrons to find their seats more easily
- Contact-free playbill/program distribution – use card racks or tables, or use digital programs
- Provide disinfecting wipes to patrons to sanitize their seating area

Ushers

- Reduce ushers to minimum required for your organization/audience capacity
- Consider risk demographic among usher group
- Provide ticket takers and ushers appropriate PPE
- Train employees in fitting, wearing and using PPE as well as safe removal, sanitizing and disposal
- Implement pandemic and COVID-19 training courses for all employees
- Recommend patrons wear face coverings where physical distancing is not possible
- Eliminate close contact with patrons and escorting patrons to seats
- Add higher visibility aisle and seat signage for self-service
- Provide hand sanitizer/wipes
- Adopt touchless ticket scanning; patron retains ticket or electronic device during scanning Encourage regular hand washing by employees
- Relocate scanning locations away from doorway to increase distancing
- Install protective barriers where possible
- Use tables or racks to distribute programs
- Provide PPE safe disposal receptacles
- Establish employee health tracking system

Office Staff

- Limit office staff to essential workers only – continue telework wherever possible
- Stagger shifts or create staff groups that work alternating patterns
- Provide office workers appropriate PPE
- Establish policies and practices to increase the physical distance between groups of employees and between individual employees
- Provide written and posted protocols of refusal policies for employees displaying symptoms
- Minimize contact among workers, patrons, and vendors by replacing face-to-face meetings with virtual communications and implementing telework if feasible
- Discontinue nonessential travel to locations with ongoing COVID-19 outbreaks
- Discontinue use of conference rooms for meetings; consider repurposing these spaces to alleviate congestion in other areas
- Implement pandemic and COVID-19 training courses for all employees
- Train employees in fitting, wearing and using PPE as well as safe removal, sanitizing and disposal
- Train employees on safe handling and disposal of contaminated material and waste
- Establish employee health tracking system

Reception

- Have appropriate PPE available for visitors
- Install floor markings for safe distancing
- Alter configuration of sign in/reception areas to ensure safe distancing
- Consider alternating start times to avoid congestion at entrances and time clocks
- Designate separate entrances for deliveries/receiving
- Install sneeze barriers/plexiglass where applicable
- Install hand sanitizer stations inside stage door

Washrooms

- Provide custodial staff appropriate PPE
- Establish restroom occupancy limits and entry controls (i.e. 1 in, 1 out)
- Temporarily close adjacent urinals and sinks to enforce social distancing
- Eliminate air hand dryers in bathroom if possible
- Clean/disinfect touch points constantly during high usage
- Install touch-free faucets/toilets/soap and paper towel dispensers
- Disinfect restrooms between rush periods (top of show, post intermission)

Offices

- Provide office-based workers appropriate PPE
- Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment whenever possible
- Maintain regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment, and other elements of the work environment

Common Areas/Break Rooms

- Routinely disinfect touch points
- Disinfect restrooms daily and after peak times
- Install hand sanitizer station in break room
- Encourage hand washing routines with employees
- Develop employee health tracking system and encourage staff to report any symptoms
- Limit number of occupants to promote social distancing
- Eliminate "buffet style" catering; use individually packaged beverages/ snacks
- Discourage sharing food brought from home
- Stagger breaks when possible to reduce crowding
- Remove shared items – magazines, etc.

Risk Factor Considerations

1. Areas in which physical distancing controls are easier to control, e.g. such as box office, office area, in theatre, some washrooms:
 - Capacity to create physical distancing
 - Capacity to install protective barriers
 - Limit equipment used by each staff member
 - Greater contact with general public
 - Can perform job while wearing a mask
 - Can have access to regular hand hygiene areas/supplies
 - Can access materials to clean and disinfect surfaces regularly
2. Areas in which physical distancing controls will be more difficult to control, such as entrance & exit points, lobby, bar, washroom:
 - Spacing for patron entering
 - Physical proximity during ticket checking

- Restrict exchange of items ie. patrons will retain their tickets (if printed)
 - Restrict lobby usage to avoid socialization
 - Greater potential points of contact with larger groups
 - What is the capacity to time or stagger entrances
 - What is the capacity to “load/unload” patrons safely in the house?
 - What is the capacity to safely offer bar [or food] services at present?
 - How to arrange contactless pick up for drinks
 - Can house programs become screen-only or preplaced at seats?
 - How to queue and monitor numbers and distancing for washrooms and elevators
 - What is the capacity to create one-way traffic flow
 - Ushers, bartenders, FOH staff can perform their jobs while wearing a mask (and possibly gloves)
 - Can have access to regular hand hygiene areas/supplies
 - Can access materials to clean and disinfect surfaces regularly
 - What is the capacity to stagger exits of patrons at the end of a performance
 - What is the capacity to organize unique traffic patterns during exits of patrons to maintain physical distancing
 - What is the capacity to provide hand-washing or hand-sanitizer for use by patrons
3. Areas in which physical distancing controls could be difficult, such as dressing rooms, backstage, booth, onstage etc.:
- How to safely return to onstage physical proximity and intimacy among cast members
 - What is the capacity of shared spaces, especially as it relates to group limits and physical distancing
 - What is the capacity and willingness to ‘cohort’
 - How to consider safety of cast and crew with regards to frequently touched surfaces or items
 - Safe cleaning practices for electric/electronic equipment
 - Safe cleaning practices of costumes
 - Safety of those responsible for costuming and costumes
 - Which personnel can perform their jobs while wearing PPE
 - What are the cleaning protocols of these high use spaces
 - When building your reopening plan, it is important for you to take into consideration the current directives regarding [gathering limits](#) with/without physical distancing and the physical distance between performers and audience.

All of the above considerations have financial implications and will be different for each organization or individual. All activities must adhere to the current gathering limit AND ensure that physical distancing for patrons can be maintained. Each organization/individual will decide for themselves if it is suitable or feasible for them to operate under such parameters. Each organization or individual must consider how their employees, contractors, volunteers, visiting artists and patrons will be and feel safe.

APPENDIX B | Cleaning & Disinfecting

Viruses can live on surfaces for several days. You can reduce the number of germs and reduce your risk of infection by cleaning and disinfecting every day.

You should clean the surfaces and objects you touch most frequently at least once a day, or more if needed.

Clean and disinfect things like doorknobs, light switches, railings, toilets and tabletops every day. Wash with soapy water first. Then disinfect with household cleaning products, following the directions on the label.

If household cleaning products aren't available, you can make a diluted bleach solution following the instructions on the bleach label. Or you can make a solution 5 mL of bleach per 250 mL of water, or 20mL per litre.

You need to mix a fresh batch of the bleach mixture every day for it to work properly.

Disinfect phones, remote controls, computers and other handheld devices with 70% alcohol or wipes.

Source: [NS Department of Public Health](#)

Surface Cleaning & Sanitization

Source: [PEI Department of Public Health](#)

There are four steps to properly clean and sanitize an object or surface:

1. Wash: remove all visible dirt with warm soap and water.
2. Rinse: rinse to remove any dirt and soap on the object.
3. Disinfect: either soak smaller items or wipe larger items/surfaces with an approved sanitizer/disinfectant. The disinfectant must remain on the item/surface according to the manufacturer's instructions to allow it to destroy any harmful microbes present.
4. Dry: items should be air dried only. This is to avoid possible recontamination from using a reusable towel and to increase the contact time for the disinfectant. If an item cannot be air dried, use a clean, single-use paper towel.

Mixing a sanitizer

Area to sanitize	Dilution (mixture of sanitizer)	
	Household bleach	Quaternary ammonia
Kitchen, food contact surfaces, and toys	100 ppm ¹	200 ppm ²
Washrooms, diaper change areas, cots, mats and furniture	200 ppm ²	400 ppm ³
Surfaces contaminated with blood or bodily fluids	1:10 solution ⁴	1:10 solution ⁴

1. 100 ppm = 2mL (1/2 teaspoon) bleach to 1L (4 cups) water
2. 200 ppm = 5mL (1 teaspoon) bleach/ammonia to 1L (4 cups) water
3. 400 ppm = 10mL (2 teaspoons) ammonia to 1L (4 cups) water
4. 1:10 solution = 1 part bleach/ammonia to 10 parts water (5000 ppm)

When mixing:

- Use potable water.
- Always pour the chemical into the water.
- Do not use clear bottles for bleach solutions as the sunlight will weaken the strength quickly.
- Always use the appropriate test strips to verify the concentration of the sanitizer.
- Label all containers.
- Prepare sanitizer as often as necessary to ensure the sanitizer is available at the appropriate strength.
- Store solutions in an area not accessible to children.

Sanitizing High-Touch Areas

Using products approved by the applicable health authority, ensure the following are sanitized multiple times a day, **including** when any vendors load-in supplies.

Public Areas | lobby, hallways, dining, and food service areas

- Door handles, handrails, push plates
- Handrails for stairs, ramps
- Reception desks
- Telephones,
- Point of Sale terminals, and other keypads
- Tables and chairs
- Beverage stations
- Trash receptacle touch points

Restrooms | front and back of house, portable units

- Door handles and push plates
- Sink faucets and counters, and toilet handles
- Lids of containers for disposal of women's sanitary products
- Soap dispensers and towel dispenser handles
- Trash receptacle touch points

Back of House | offices, shower areas, studios

- Individual office and other room furniture
- Door handles, push plates, doorways, railings
- Light switches and thermostats
- Cabinet handles
- Telephones, computers, other keypads, mouse
- Microphones
- Backstage and technical equipment
- Trash receptacle touch points
- Kitchen, Food Preparation, and Eating Areas
- Handles of all kitchen equipment doors, cabinets, push pads
- Counter surfaces
- Light switches
- Handles of beverage and towel dispensers
- Handles of sinks, including handwashing sink and mop sink
- Cleaning tools and buckets
- Trash receptacle touch points

APPENDIX C | Sample Documents

Theatre Nova Scotia is pleased to offer the following documents as samples/starting points for our membership to use should they wish in the creation of their own personalized documents.

Editable versions of these documents (Microsoft Word ,docx format) will be available to download at www.theatrens.ca/covid-19 soon.

Code of Conduct

We value the highest standards of public health and safety for everyone at our organization.

Everyone at the organization is expected to:

- **Comply** with the organization’s physical distancing regulations
- **Comply** with the organization’s posted group limits within designated spaces
- **Comply** with the organization’s screening questionnaire
- **Comply** with the organization’s hand-washing/sanitization regulations
- **Comply** with the organization’s respiratory etiquette
- **Respect and comply with** the directions of staff while on-site
- **Respect** the health and safety of others while on-site
- **Provide name and information** for contact tracing
- **Notify** [a staff member of] the organization, **isolate** themselves or leave the premises if they feel ill
- **Comply** with the organization’s posted non-touch surface/items policy (if applicable)
- **Comply** with the organization’s mask posted mask policy (if applicable)

By entering or participating in an event, each patron is agreeing to accept and abide by the Code of Conduct.

The organization has the right to remove an individual who they feel is non-compliant or risking the public health

Signature and title of organization’s representative

Current from: *date*

Screening Questions

Consider how you will screen employees, contractors, volunteers, visiting artists and patrons before they come on-site. Depending on the type of interaction, you can consider different types of COVID-19 screening delivery options (electronic, oral, signed, posted, at point of purchase, etc). If there are any changes between the time someone completes a screening and the time they are to arrive on-site, please ensure they know to report it and to remain at home.

1. Do you or anyone in your household have any of the following symptoms as per the Nova Scotia Public Health guidelines? Visit https://811.novascotia.ca to determine if you should call 811 for further assessment. (<i>Organization should regularly check Public Health updates.</i>)		
fever (i.e. chills, sweats)	<input type="checkbox"/> yes	<input type="checkbox"/> no
cough or worsening of a previous cough	<input type="checkbox"/> yes	<input type="checkbox"/> no
sore throat	<input type="checkbox"/> yes	<input type="checkbox"/> no
headache	<input type="checkbox"/> yes	<input type="checkbox"/> no
shortness of breath	<input type="checkbox"/> yes	<input type="checkbox"/> no
muscle aches	<input type="checkbox"/> yes	<input type="checkbox"/> no
sneezing	<input type="checkbox"/> yes	<input type="checkbox"/> no
nasal congestion/runny nose	<input type="checkbox"/> yes	<input type="checkbox"/> no
hoarse voice	<input type="checkbox"/> yes	<input type="checkbox"/> no
diarrhea	<input type="checkbox"/> yes	<input type="checkbox"/> no
unusual fatigue	<input type="checkbox"/> yes	<input type="checkbox"/> no
loss of sense of smell or taste	<input type="checkbox"/> yes	<input type="checkbox"/> no
red, purple or blueish lesions on the feet, toes or fingers without clear cause	<input type="checkbox"/> yes	<input type="checkbox"/> no
2. Are you, or anyone in your household, required to isolate?	<input type="checkbox"/> yes	<input type="checkbox"/> no
3. Have you, or anyone in your household, been in contact in the last 14 days with a person under investigation or confirmed to have a case of COVID-19?	<input type="checkbox"/> yes	<input type="checkbox"/> no
4. Have you, or anyone in your household, travelled outside of Nova Scotia in the last 14 days?	<input type="checkbox"/> yes	<input type="checkbox"/> no

If you have answered YES to any of the above questions, please DO NOT come on-site at this time. If you have answered NO to ALL of the above questions, please sign, date and remit this form. **Please follow all instructions regarding on-site protocols.**

Signatory

Date

Illness Policy

The following items are mandatory for all associated with the organization:

- All employees, contractors, visiting artists or volunteers must notify their supervisor or a designated contact at the organization and stay home from work if they have symptoms as listed on the Nova Scotia Public Health COVID-19 site that is not explained by another medical or allergic condition. We advise individuals to contact 811 and follow their instructions and advice.
- Any individual who tests positive for COVID-19 should remain in home isolation for not less than 14 days after symptoms begin. The individual should follow health authority guidance and their company policy.
- All employees, contractors, visiting artists or volunteers must stay home from work if they have had contact with someone experiencing health issues as listed by the NS Public Health Department. Because one can carry COVID-19 with no symptoms at all, anyone who has been in close contact with a person known to have had the virus, or whose family or friends show signs of exposure, should behave as if they are infected, isolate themselves, and contact their physician.
- All employees, contractors, visiting artists or volunteers with symptoms of acute respiratory illness associated with COVID-19 may return to work after (a) home isolation for 14 days since their first symptoms or positive test, and (b) medical authorization.
- All employees, contractors, visiting artists or volunteers must self-isolate according to the NS Public Health guidelines if they have travelled.
- All patrons will be required to comply with the same guidelines.

On-site health issues

If a person exhibits symptoms as outlined by NS Public Health while on-site, they are to be separated to an isolation area or should go immediately home or to see a medical professional. We encourage them to contact 811 and follow their advice and instructions. It is important that the incident is fully documented and reported

Impacted individuals who have been in close contact with a person who tests positive, but who are not presently symptomatic, should not come on-site for 14 days after their last close contact, and quarantine themselves. During quarantine, they should watch for symptoms of COVID-19.

Documentation

A supervisor or designated safety representative will document the circumstances of the on-site issue

Organizational Support

- We will ensure staff understand that they will be fully supported if they need to stay home or remove themselves from scheduled work without fear of reprisal.
- We will review appropriate policies about payment during sick leave.
- We will assist those who require documentation for government support, as necessary.
- We will ensure staff privacy during such times.
- We will prepare plans and procedures to anticipate the impact upon programs and schedules.
- We will have a detailed action plan to follow if cancellations are necessary.
- We will maintain the contact information of all employees, contractors, visiting artists, volunteers or patrons for the purposes of contact tracing. This information will be provided to the NS Department of Public Health as requested. The information will not be provided to any other party.

On-site Health Issue Action Plan

When responding to an on-site health issue, the designated organizational safety representative will:

- Put on safety equipment (such as mask and gloves) and assist the individual experiencing any illness to the isolation area, if necessary
- Confirm the name and contact information for the ill individual is on file
- Follow the organization's procedures regarding first aid
- Determine what areas of the venue were visited, used, or impacted by the infected individual
- Follow the organization's procedures regarding to cleaning and sanitization
- Assess whether the infected individual was within six feet (two meters) of others, including whether their duties create transmission risks such as food handling
- Contact 811 and work with NS Department of Public Health to determine which others had close contact with the infected individual(s)
- Provide any requested information to NS Department of Public Health to allow them to contact impacted individuals
- Document the process
- Sign, date and file documentation

Refund Policy

We will rearrange a ticket or registration in the following cases:

- A patron must answer yes to one of the health screening questions
- A patron's answer changes to one of the health screening questions
- A patron becomes ill while on-site

We will offer a refund of a ticket or registration in the following cases:

- A patron must answer yes to one of the health screening questions and a suitable future option cannot be arranged
- A patron's answer changes to one of the health screening questions and a suitable future option cannot be arranged
- A patron becomes ill while on-site and a suitable future option cannot be arranged

We will offer a pro-rated refund of a registration if a patron must miss a day or more of a workshop or class in the following cases:

- A patron must answer yes to one of the health screening questions
- A patron's answer changes to one of the health screening questions
- A patron becomes ill while on-site

We can offer a charitable tax receipt in lieu of a refund if a patron cannot utilize their ticket or registration and wishes to support the organization

We will not offer a future ticket/registration or a refund in the following cases:

- A patron is asked to leave an event due to non-compliance with the organization's code of conduct

APPENDIX D | Illness Prevention Methods & Resources

Hand Hygiene

Source: [NS Department of Public Health](#)

Wash or sanitize hands often, particularly:

- before and after preparing or eating food
- after touching pets
- after handling waste or dirty laundry or using the bathroom
- whenever your hands look dirty

Washing your hands with soap and water is best. Rubbing your hands together when you wash them removes visible dirt and germs. Disposable paper towels are best for drying your hands, if you have some. If not, use a reusable towel that gets washed often.

If soap and water aren't available, and your hands aren't visibly dirty, use an alcohol-based hand sanitizer with at least 60% alcohol. Use enough to cover the fronts and backs of both hands and between all your fingers. Rub your hands together until they feel dry.

Download handwashing posters:

https://www.sja.ca/English/Courses-and-Training/Documents/14876_SJA-Infographics_APRIL_Germs.jpg

<https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/coronavirus/covid-19-handwashing/covid-19-handwashing-eng.pdf>

<https://novascotia.ca/coronavirus/docs/Hand-Washing-Poster.pdf>

Respiratory Etiquette

Source: [NS Department of Public Health](#)

Cover coughs and sneezes with a tissue. Throw the used tissue in the garbage and wash your hands or use an alcohol-based hand rub immediately.

If you don't have a tissue, cough and sneeze into your elbow, not your hand.

Avoid touching your eyes, nose and mouth. If you need to touch your face, wash your hands first.

Download respiratory etiquette posters:

<https://www.sja.ca/English/Safety-Tips-and-Resources/Pages/Downloads.aspx>

<https://www.paho.org/en/documents/infographic-covid-19-cover-your-cough>

Wearing a Non-Medical Mask

Source: [NS Department of Public Health](#)

When worn properly, non-medical masks can reduce the risk of transmitting the virus in the same way that following cough and sneeze etiquette can protect others.

You should wear a non-medical mask if you have respiratory symptoms (like coughing or sneezing) and you'll be in close contact with other people, or if you're going out to access medical care or other essential health services.

Even if you don't have symptoms, you should consider wearing a non-medical mask when you're in places where it's hard to maintain social distancing (like public transit, stores and group living situations).

Using a mask alone isn't enough to prevent the spread of COVID-19. You should also make sure to keep your hands clean, follow cough and sneeze etiquette, practise social distancing and stay home if you're feeling sick.

Guidance for wearing non-medical masks may change as Public Health continues to monitor the local spread of COVID-19.

Learn about choosing and how to wear a non-medical mask:

https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html#_Appropriate_non-medical_mask

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-safely-use-non-medical-mask-face-covering.html>

Download a mask poster:

<https://www.canada.ca/content/dam/hc-sc/documents/services/publications/diseases-and-conditions/covid-19-safely-use-non-medical-mask-face-covering/covid-19-safely-use-non-medical-mask-face-covering-en.pdf>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

APPENDIX E | Day Camp & Workshop Considerations

Because COVID-19 is highly contagious, everyone –program participants, staff, instructors and participant’s families/households– must do their part.

A New Normal

Widespread messaging about physical distancing, handwashing, and contact tracing by the organization can accomplish two essential goals: (a) patrons will understand that the new rules are for everyone’s protection and (b) transparently showing excellent sanitary practices will assure patrons you are operating at the highest standards.

What to Explain

The concept of explaining program guidelines to participants, or their parents/guardians) is often standard when operating day camps or workshops. Organizations/individuals collect contact information, payments, health information and have codes of conduct with lists of expected and prohibited items and behaviour. Part of the registration process will include the new COVID-19 procedures and expectations, such as physical distancing and hygiene requirements and face covering options. It is best to be positive, practical, and proportionate.

Where to Message

- Web site:** A clear COVID policy and procedures section will be posted about current systems to ensure safety and COVID operational expectations of program participants and their families.
- Social media channels:** Celebrating your ability to open safely, and still provide a great program experience.
- Emails:** Provide multiple notifications reminding participants (or their parents/guardians) of health rules and expectations at regular intervals before arrival at the program.
- Signage:** On-site signage and physical marker at the organization will serve as a further reminder. Care will be taken to ensure physical signs are suitable reminders for youth participants.
- Pre-screening:** Participants (or their parents/guardians) will be required to read, sign, date and remit a participation agreement prior to registration. It is recommended to use multiple methods of communication to communicate expectations, provide clarification and to answer any questions. Further, participants

(or their parents/guardians) will be required to complete, sign, date and remit a Screening Questionnaire prior to being admitted on-site.

- Event check-in:** Participants (or their parents/guardians) will be reminded upon daily arrival of all rules, in a positive and friendly way.
- Staff:** Staff and instructors will always put a friendly face on health and safety rules and encourage compliance by modeling good behaviour.

Messaging will include the following:

- Respect physical distancing rules
- Wash hands upon arrival, after using the washroom and after eating
- Stay only within the group to which the participant is assigned
- Keep all personal belongings in ONE closed bag
- Touch only their own belongings
- If a participant fails to successfully follow the screening protocol they will not be admitted to the program
- If a participant fails to follow the safety regulations while on-site they will be asked to leave the program. Parents/guardians may be contacted to pick up children mid-day if necessary.
- If a participant exhibits symptoms of illness on-site, staff will isolate them and arrange for them to leave the program as a precaution of the health and safety of everyone at the organization.
- Remain at home if a participant or household member is ill
- Refund policy
- Staggered (and exact) entry times and location policy (if appropriate)
- Staggered (and exact) pick-up times and location policy (if appropriate)
- Only participants and staff are to enter the area used for day camp or workshop

How to Message:

- Staff can use their creative talent to promote health guidance without being intimidating
- Photos and videos can show staff or participants having a good time even while following health rules

- Storyboards can show how a venue is sanitized so patrons understand the process and personalize the workers who are keeping them safe.
- Signage, floor markers, directional arrows.

Operations:

- Measure all program spaces and have a detailed layout plan to ensure physical distancing.
- Rearrange the layout of the space to reduce congestion and remove unnecessary high touch surfaces.
- Consider staggering the starting and ending times of multiple programs to avoid congestion.
- Provide visual markers to ensure all staff and program participants can easily adhere to physical distancing at all times
- If using outdoor spaces, still ensure all physical distancing requirements are met
- If outdoor programming has a policy to operate inside in inclement weather, the restrictions of the inside space will dictate the number of participants
- Every space will have a hand sanitizer available
- The number of staff will be included in the consideration for limitation of numbers
- Each program will adhere to the NS Public Health directive gathering limits
- If there are multiple programs running concurrently, all efforts will be made to keep the groups separate
- Designate a specific isolation space should it be necessary to remove any participant or staff exhibiting symptoms.
- (As appropriate to a program) Each participant will be supplied with basic supplies in an individual bag that will only be used by that participant for the duration of the session, **left at on-site each night**. There will be no sharing of supplies and materials.
- Any larger tools/supplies will be wiped down with disinfectant between use and used adhering to physical distancing protocol.
- Each staff member will always carry a small bottle of hand sanitizer for their own use
- Each staff member will have a set of their own non-medical masks, in case it becomes mandated or highly advisable to wear them
- (Optional) The organization will have disposable masks for program participants

- The organization will have a set of full P.P.E. in case of a participant falling ill, to allow staff to transport the participant to the isolation area and remain with them until they can safely leave the premises
- We will advise participants not to carpool
- We will advise parents of participants that only ONE person is to accompany them to check in/out
- We expect the consequence of more sanitary food and beverage practices is additional trash and recyclable material. It will be important to dispose of trash more regularly, and to consult a recycler about sanitary recycling options.
- Staff and instructors will adhere to Health and Travel Screening policies.

Cleaning:

- Disinfecting Technique: High-touch areas are disinfected using materials effective against COVID-19.
- Disposal: We place gloves and other disposable items used for cleaning and disinfecting in a bag that can be tied before disposing of them with other waste.
- Documentation. The Organization Director ensures that cleaning logs are carefully entered and preserved for reference.
- Throughout the day, regular disinfecting of all door handles, railings, and bathrooms will be done every hour (as is our standard practice).
- After each use of a program space, all surfaces will be disinfected.
- End of day cleaning will consist of disinfecting all studios, after which they will be inaccessible until the next morning
- The staff lounge will be cleaned and disinfected twice a day.

Arrival & departure:

- Upon arrival and before entering any program area, staff and signage will make clear to program participants and/or any family members they must report any health concerns that would prevent them from participating in the program.
- Upon check-in and entering the building, all program participants will be asked to wash their hands.
- Check in/out will be held outside of the program areas with mandated physical distancing.

- Admittance to the program room will be limited to participants and instructors of ONE group.
- We will restrict pick up of a participant to one family member.
- Program participants will also be required to wash their hands before and after eating, before and after any trips to the washroom, and before they leave for the day.

Daily schedule

Warm-Up

- Warm up will be done in a way to adhere to physical distancing (including vocal) protocols.
- It will include the rules and ways to adhere to them while still having fun – songs and skits being created by staff to encourage a positive approach.

Workshops

- We will not have any workshops which require physical contact or group singing.
- All instructors have been asked to modify their programs and instruction to allow for physical distancing and for expanded outdoor programming (as appropriate to your organization).

Eating Time

- Eating time will be held in spaces other than the program room and adhere to physical distancing protocol (where possible).
- Eating time will be staggered to limit the participants of one workshop and related staff at a time.
- All food and beverages must be brought by the participant.
- There will be no sharing of food or beverages.
- There will be no opportunity to access off-site vendors.

Recreation Time

- All games will be limited to activities that allow organization to adhere to physical distancing protocols.

Workshop Clean-up

- Each participants will be asked to put their assigned tools and materials back into their own bags.
- Each participant will be required to wash their hands prior to leaving the program.
- At the end of each day assigned cleaning staff will clean each studio for the next day.

Cool Down

- Cool down will be done in a way to adhere to physical distancing protocols.

Washroom Use

Washrooms will be limited to two people at a time (or numbers appropriate to your facilities), with suitable methods in place to encourage a safe line for those waiting.

Implementing staggered break times to ensure people do not wait too long will reinforce this procedure.