

Bloor West Village Players COVID-19 Safety Plan

SAFETY PROCEDURES FOR PUBLIC OPENING OF "LOVE LETTERS"

Contents

Introduction	2
Document Information	2
Keeping Safety Plan up-to-date	3
Communicating Safety Plan	4
General	4
Volunteers	4
Patrons/Public	4
Screening.....	5
Volunteers/Non-audience Visitors	5
Patrons – Pre-entry Check.....	5
Controlling risk of transmission in theatre	7
Minimize Use of Theatre	7
Physical Distancing and Masking – Volunteers/non-audience.....	7
Physical Distancing and Masking – Patrons.....	8
Environmental Changes.....	11
Handwashing	12
Cleaning	12
Food and Beverage.....	12
Ticketing Changes.....	13
Box Office Process Changes.....	14
Simple ticket exchange/refunds.....	14
Potential or confirmed COVID-19 cases	16
Contact Tracing.....	16
Potential COVID-19 cases	16
Confirmed COVID-19 cases – No Audience Exposure	16
Confirmed COVID-19 cases – Audience Exposure.....	18
Risk Management	19
Risks Identified	19
COVID-19 safety plan – snapshot	20
Patron Safety	20
Volunteer Safety.....	21
Appendix I – Village Players Sign-in Sheet	23
Appendix II Toronto Staff Self-Screening Tool.....	24
Appendix III Toronto COVID Decision Flowchart	25
Appendix IV Toronto Patron Self-Screening Tool	26
Appendix V Legislative Requirements	27
Step 3.....	27
Exit Step.....	32
Toronto Medical Officer of Health Class Orders	33
Appendix VI Version History	35

Introduction

This plan describes the safety procedures put in place to accommodate both volunteers and patrons in the production of our first, post-re-opening, live-in-theatre play “Love Letters” in addition to other activity carried out in the theatre by volunteers, the Board and their agents (e.g. maintenance workers). While this plan is intended to be a model for subsequent live-in-theatre activity in the 2021/2022 season, it will be reviewed following our experience with “Love Letters”, and perhaps earlier if required.

This plan reflects the legislative requirements current at the time of writing (3rd Step of Ontario’s Roadmap to Re-open – see Appendix V Legislative Requirements). While Ontario has announced significant changes for the Exit Step, it is not known when this will take effect in Toronto. In addition, the Board is not comfortable moving to full capacity and no physical distancing for our first post-reopening production.

The plan is maintained by the Village Players COVID Co-ordinator but is the responsibility of the entire Village Players Board, by whom it must be approved. Responsibility for ensuring that the plan is followed for productions rests with the Board Producer for each show; responsibility for other activities rests with the Board Member organising those activities.

The plan is based on the template published by the Government of Ontario. As such, it contains a detailed plan, albeit with information organised slightly differently, whose primary audience is the Village Players Board, plus a “snapshot” summary that is split into two parts: “Patron Safety” “which will be advertised to the public, and “Volunteer Safety” which will be posted in the lobby and on the website for volunteers. In addition to the organizational changes, all instances of the terms “company” and “business” have been replaced by “organization”; all instances of “worker” have been replaced by “volunteer”, all instances of “workplace” have been replaced by “theatre”, and all instances of “client” by “patron”.

Document Information

Organization: Bloor West Village Players

COVID-Coordinator: Bill Hammond

Date completed: August 29, 2021

Developed by: Bill Hammond

Date distributed: August 29, 2021

Others consulted: Anne Harper, Bridget Jankowski, John Acuna, Julie Rush, Theresa Arneaud, Shab Munjal, Village Players Board

Revision date: August 29, 2021

Keeping Safety Plan up-to-date

- The Board COVID Coordinator reviews current legislative requirements at least monthly in advance of the Board meeting and will advise the Board of any changed requirements and will update the documentation as required, subject to Board approval.
- The monthly Board meeting includes an update on COVID procedures, at which point any issues with current processes are discussed;
- Changes to the procedures will be communicated via the Village Players website and by directly informing volunteers who are actually working in the theatre (a very limited number) through the Board “producer” of the initiative on which they are engaged.
- The Board COVID Coordinator is the owner of this document and is responsible for making changes and obtaining Board approval prior to implementation.
- We encourage volunteers to suggest other areas where our practices may fall short.

Communicating Safety Plan

General

- COVID signage is posted on the front doors and in the lobby, washrooms and other areas deemed sensitive.
- The full Plan is available on the website and in hardcopy at the theatre

Volunteers

- The Board Member organising any work involving in volunteers is required to inform volunteers that participation is voluntary but must communicate to them our procedures and to stress that they must be followed.
- Key procedures are summarized on the Sign-in sheet (see Appendix I – Village Players Sign-in Sheet)
- The Plan “Snapshot” is posted next to the Sign-in Sheet in the lobby

Patrons/Public

- Following the lead of other theatre organizations, we will post a page on our website which contains the information in the “Snapshot” Patron Safety section:
 - What we have done to make the theatre COVID-safe (including new ventilation, cleaning, processes to ensure physical distancing, mask policy)
 - Ticket return policy
 - What you should expect when you come to the theatre (including pre-assigned seating, screening, physical distancing including queueing outside if needed, indoor masking, no intermission or beverage sales, no coat check)
- The current links on the website to the COVID Safety Plan will be replaced by links to the “Snapshot” Patron Safety or Volunteer Safety page as appropriate. There will also be links on the home page to these pages and to the complete plan, as well as links on the production page.
- Tickets and advertising will include references to the Patron Safety information
- We will include key reminders (masking and exiting) in the top of show announcement.
- We are not applying for the “COVID-safe” branding (TICO “Safe Travels”) adopted by Canadian professional theatres, as we do not position ourselves as a tourist attraction.

Screening

Volunteers/Non-audience Visitors

- Active screening: Before letting volunteers into the building, a Board Member will ask each volunteer to answer the questions from the Toronto COVID Screening Tool (see Appendix II Toronto Staff Self-Screening Tool).
- Passive screening: Each visitor, including building maintenance let in by the landlord, will be asked to sign in including confirming that they meet all the criteria of the Toronto COVID Screening Tool (see Appendix I – Village Players Sign-in Sheet)
- The Board COVID Coordinator will check at least monthly before the monthly Board meeting to confirm that the City and Provincial screening tool have not been updated.

Patrons – Pre-entry Check

- We will use passive screening for COVID, and will not ask patrons whether they have COVID symptoms etc. Before entry, a Front of House volunteer Screener will ask each group of patrons to each confirm that they have:
 1. Bought tickets as a group to the show (don't need to check the actual ticket, just confirm no walk-ins);
 2. All members of the group that are attending are present;
 3. Masks with them to be put on before entry to building;
 4. Fully vaccinated (2 AZ/Pfizer/Moderna or 1 J&J) or a negative test within the last two days – and then ask to see the evidence and confirm fully-vaccinated at least two weeks before the show or tested two days or less before the show.
 5. Confirm answer “No” to the all the usual COVID questions
- If a group hasn't reserved tickets, advise them they need a reservation. If there are sufficient unallocated seats in the day's seating plan, then tell them they can make an on-the-spot reservation at the box-office.
- If a group is not complete (waiting for others etc) they will be asked to wait outside until complete (there is a bench not far from the theatre entrance if they need seating).

- If a patron answers No to any of the COVID questions or is not prepared to mask or is unvaccinated/unttested, they will be turned away and advised that the person who bought the ticket should call us to arrange rescheduling or refunding their purchase.
- If one member of a groups answers No, the whole group is not turned away, but if they choose to not attend that is fine and rescheduling/refunding will still be offered.
- The Screener will note the number of “turned away” attendees from each group on a copy of the patron list for the night, to support subsequent Box Office follow-up.
- The Screener will perform this check at the top of the steps down to the theatre, and will only let people down to the theatre when confirmed and the Foyer Manager indicates there is room in the lobby (see Queue Management/Crowd Control).

Controlling risk of transmission in theatre

Minimize Use of Theatre

- We are minimising use of the theatre by conducting meetings that do not need to be held in the theatre, preliminary auditions and preliminary rehearsals via Zoom.
- We are using an electronic calendar to ensure that the theatre is not accidentally used for multiple purposes on the same day.

Physical Distancing and Masking – Volunteers/non-audience

- Indoors, people must maintain 6' physical distancing where practical, and where not practical (e.g. passing in a corridor, carrying furniture) must be masked;
- People should be encouraged to wear a mask at all times indoors, however it is not required if you are on stage rehearsing/performing or can maintain a 6' distance from others;
- By law, certain individuals are not required to wear a mask (because of e.g. age or health issues) and are not to be required to produce supporting evidence of this. Our default response to such an individual is that we will be unable to accommodate them until such time it is deemed safe to not wear masks indoors even under close conditions. However, the Board member responsible for the exercise on which the volunteer would be engaged is permitted to make an exception to this policy as warranted if they first ensure that all others on the project are aware of this and comfortable with it.
- Under no circumstances will a volunteer that engages with the public be permitted to not wear a mask. For greater clarity, even the FOH volunteer working the Top of the Steps during a show shall wear a mask, even though out of doors.
- All volunteers working for the theatre must be fully vaccinated. We will require them to affirm this, we will not verify.
- We will support two modes of operation in the Booth (or similarly restricted space): it is up to the Producer (or other Board Member organizing the work) to agree with the Stage Manager which will be adopted:
 - Unmasked: Only one person at a time may operate *unmasked* in the Booth and no-one else, who is not in their personal bubble, shall enter the space until the next day (as it is believed that the coronavirus will only survive on most surfaces or in the air for a few hours); *or*

- Masked: Multiple people can work masked in the Booth at the same time, but they must retain their masks at all times (so no drinking or snacking).

Physical Distancing and Masking – Patrons

Although physical distancing may not be required at the time of re-opening, the Board believes it is still important for the safety and comfort of our patrons that they remain adequately distanced from each other. As a result, we are enforcing physically distanced queueing inside and outside the theatre, one-way (at a time) travel flow, and will be enforcing capacity limits in the auditorium, lobby and washrooms.

Capacity Limits

- We will limit the capacity of the Men’s washroom to 1 person at a time, and the Women’s washroom to 2 people, with socially-distanced queueing in the lobby.
- We will post capacity limits on the doors to each washroom, and will rely on the best efforts of the Foyer Manager (see below) and the good will of our patrons to follow them – but we will not explicitly count entrances/exits from the washrooms.
- We will limit the number of groups of patrons in the lobby to the number that can be fitted without encroaching on two metres from each other. The capacity will be signed at the Box Office and indicated by the number of queueing spots identified through decals on the floor.
- We will limit the capacity of the audience to about 1/3rd of the maximum audience (164 so around 55) even if regulatory limits are higher as 1/3rd is the most we can fit subject to the following constraints:
 - Patrons will be seated in pods of 1 or more socially-bubbled patrons. Each pod will be separated from the next by at least one row in front and behind, and one seat to left or right (usually more). For greater clarity, no patron will sit in either of the two or three seats immediately in front or behind any other patron.
 - No patrons will be normally seated in the front rows of either long or short audience sections, to ensure that all patrons are seated at least two metres from all patrons (the upstage side of Andrew is two metres from the back of the front row, so no actors will cross that line).
 - No patrons will normally be seated in the front row of the wedge, to maintain a distance from the Usher guiding patrons to their seats.

- No patrons will normally be seated in the portion of the short-side that is between the booth and “Andrew” as it has terrible sightlines.
- The precise capacity of the auditorium will vary depending on the number of pods of each size sold each night, but will normally be around 50. As such there is a small chance that we may find we have oversold tickets for a night: in that case, we reserve the right to assign seats in the front row of the wedge or in front of the booth, and if necessary to parts of the front rows of the long and short sections that the producers confirm will not fall within two metres of the performers at any time.

Queue Management/Crowd Control

- We will manage queueing for both washrooms (in the lobby), for the box-office (in the lobby and as necessary on the street), for screening (on the street), for direction to seating (in the auditorium and lobby passageway) and on exit (through the auditorium out to the street).
- There is no need to ensure one-way traffic flow, there is room for two-way traffic on both the exterior steps and the passageway from the box-office, past the men’s washroom, and into the auditorium (as the benches will be removed). Directional flow will be indicated by floor decals (including on the steps).
- We are documenting the following queue management procedures:
 - Top of Steps queue: for screening and to control flow into the theatre
 - Lobby queues: for access to Box Office and Washrooms
 - Seating queues: in Lobby passageway and Auditorium
 - Exit queue: from Auditorium out to the top of steps

These procedures are documented outside this plan because the details may need to be revised in light of experience.

- We will manage the line-ups using at least two Front of House volunteers in addition to the Box Office Manager:
 - A Screener – who will handle all pre-screening questions (see Patrons – Pre-entry Check) as well as ensure no-one enters until the Foyer Manager is ready;
 - Two Ushers (maybe only one after we get experienced) – who will direct audience members to their seats, will manage those who need to leave the auditorium while patrons are being seated, and will manage an orderly exit after the show.

The Box Office Manager and Stage Manager/Ushers will communicate as necessary. With contra-flow they can go out to the Box Office, but we may want to use electronic communication to avoid pushing past the queue.

- To minimise both physical contact and interruptions to entry, we will not require the usual Front of House staff to tear/collect tickets (ticket control will be localised at the Box Office) or to hand out programs (when provided, these will be self-serve at the head of the queue for seating).¹
- We will require all Front of House volunteers to be trained. We will offer group training from time-to-time, using role play to ensure that all the volunteers understand what to do in each scenario.
- To discourage congestion in the auditorium, we will not offer the usual 50:50 draw.
- To discourage congestion in the lobby after the show, we will not offer coat check. This also frees up the lobby space for queueing. Patrons will have ample spare seats beside them for storage. This measure will be communicated to them in advertising.
- To ensure adequate time for seating we will strictly enforce call-times:
 - 12:30pm/6:30pm for cast and crew, including crew marking unallocated seats
 - Earlier than usual call for Front of House as they must mark up seats/sanitize them
 - 1:15pm/7:15pm to open the House (auditorium clear, front doors opened)
 - 2:00pm/8:00pm Curtain

Masking

- Patrons are required to be masked at all times in the theatre. The Screener will inform patrons they should put on their masks before entry; the Box Office Manager will refuse entry to any patrons who refuse to do so.
- The Usher will remind patrons that they must not remove their masks when seated, except briefly to, for example, take a drink.
- We will communicate in our advertising and on our website that patrons *must* wear masks inside at all times out of consideration to other patrons, and that as a result we cannot accommodate those who are exempt from mask wearing (see Communicating Safety Plan).

¹ When used, the programs will be single-sheet (similar to the insets in a normal season). We will still require the volunteer help in folding these as usual.

Environmental Changes

- We have installed new ventilation for the auditorium, which will recycle the auditorium air, cooling with an external A/C if required, mixing with fresh air and running it through UVC lights that will kill any viruses (COVID, flu etc) in the air. Engineers have advised us this system will circulate the air sufficiently to protect a 50% capacity audience against COVID.
- The ventilation will be run by the Stage Manager for several hours before each show as well as during the shows, along with the central A/C and side A/C if determined desirable.
- We are installing a camping washstand backstage in the Green Room/Workshop to facilitate cast/crew handwashing. Filling this will be the responsibility of the Stage Manager.
- We are installing plexiglass shielding at the Box Office counter to protect our Box Office staff when ticket payment is being made. This shielding will not completely enclose the Box Office area – just protect the location at which patrons come to the counter.
- We will post “Do Not Use” signs on the backs of all seats that are not being allocated before each performance in the auditorium.
- We will post “Do Not Use” signs on Women’s washroom cubicles that are not to be used (the capacity for the Men’s washroom is only one person) and will post the capacity limits clearly on the doors.
- We will apply carpet-safe floor decals to show patrons where to stand/queue physically-distanced in the lobby and in the passageway to the apex of the “wedge” in the auditorium. We will provide seating at these queueing spots where practicable to accommodate elderly patrons.
- We will apply tape on the steps to show direction of movement/physical distancing.
- We will leave the front door open to the theatre as much as possible to maximise air circulation in the lobby.

Handwashing

- We are posting City and Provincial handwashing guidelines.
- We will be providing a camping washstand backstage in the Green Room/Workshop so that cast and crew can wash their hands/draw water, since no-one is to go out to the kitchen once patrons are in the theatre (because of contra-flow queue management at the auditorium entrance). The Stage Manager is responsible for ensuring that this is filled before each performance.

Cleaning

- We are requiring that the organizer of any non-performance event clean up and sanitize shared high-touch surfaces at the end of the day. This includes washrooms if used.
- We will engage the cleaner to clean the auditorium, lobby and washrooms, including sanitizing door handles and high-touch areas in the washrooms, before the first performance and after each performance.
- The Box Office Manager is responsible for ensuring that the seating is marked (by the Front of House volunteers) before the performance and all seat handles sanitized at the same time.
- The Stage Manager is responsible for ensuring that all Booth equipment is sanitized (including headsets) as well as that high touch areas backstage and on set are sanitized after each performance and, as necessary, rehearsal.
- The Box Office manager is responsible for ensuring that the Front of House high touch surfaces are sanitized after each performance. This includes the box-office plexiglass shield, counter and credit/debit card PinPad.

Food and Beverage

Current regulations require that any place that allows people to eat together indoors shall operate like a restaurant – i.e. shall ensure that people are only unmasked for eating when seated with their bubble at a table that is either physically distanced or separated by plexiglass from the next table. We do not have the capacity to permit this, and indeed are running short, no-intermission, plays in order to avoid the congestion to which this would lead. However, it has spill-over impact on volunteers also.

- Volunteers may share food or drink outdoors to the extent permitted by current legislation

- Indoors, any volunteer may drink from their own drinking container or eat snacks they have brought with them provided they ensure that they are more than 2 metres from anyone else and in a reasonably ventilated space if others are likely to be around.
- Volunteers may not eat or drink indoors with each other. In particular, we will be unable to support a traditional “Producer’s Lunch” at this time.
- We will not open the Kitchen or serve any refreshments to patrons.
- We will allow patrons to drink from their own water bottles once they are seated at their seats, as each group of patrons is adequately distanced from each other and we now have good ventilation in the auditorium.

Ticketing Changes

- We will continue to support ordering tickets in advance by phone or on-line via website with a full range of payment options (credit/debit card, e-transfer, cheque or cash).
- We will encourage even phone reservations to pay in advance (including the options to mail or drop off envelopes with cheques and/or cash). We will consider those who have not yet paid to be waitlisted (i.e. seats not guaranteed, though we will not knowingly oversell if we have a waitlist). However, we will continue to accept payment at the Box Office, which is also how we will process “last-minute” reservations.
- We will configure Arts People ticketing to enforce the Auditorium Capacity Limits we are prepared to sell online.
- We will amend the Arts People ordering form to include a summary of our screening rules/ticket rules as well as a request to update contact information if possibly out of date.
- We will amend the Arts People ticket to include a summary of our screening rules/ticket rules, as well as instructions on accessing the online-version of the program.
- We will rely on the contact info provided through the ordering as the contact info for each group of tickets, either for contact tracing or for arranging refunds/rescheduling.
- As at present, the number of available seats on Arts People for each show will be updated roughly daily to take into account reservations (including unpaid) made through the phone. This continues to be an art, not a science, and the Board accepts the risk of overselling – and will reduce the nominal capacity for each show should this turn out to be a problem.
- We will document these revised procedures and utilize them in additional Phones training for this season.

Box Office Process Changes

It is not clear whether Arts People will be able to efficiently allocate seats according to our distancing rules. Even if it can, it will be necessary to manually allocate seats for phone orders, and produce a seating map for the night to be distributed to the FOH team, as well as to the crew who will be setting out the “Do Not Sit Here” labels for the night. The Box Office process will be changed to accommodate this.

- The Box Office Manager will post a conspicuous sign in the lobby showing the maximum permitted capacity (82 – 50%) and the actual capacity for the evening (around 50 – 30%)
- The Box Office Manager will ensure that seats required to be left empty are identified by “Do Not Use” signs posted on the back of the chair, followed by a quick sanitization spray. This process must be completed before Doors Open at 1:15pm/7:15pm.
- The Box Office reconciliation process will be adjusted to account for the absence of ticket collection.
- In the event that a patron wants to make an instant reservation, the Screener will check if there is capacity and if so allow the unticketed group to proceed
- The Box Office Manager will assign seats to the group.
- Additional Box Office training will be required to familiarise volunteers with this process.
- To discourage multiple people handling tickets, we will ask patrons to identify themselves rather than submit tickets. However, online patrons can still bring tickets to identify themselves. They will need to identify themselves up to three times:
 - To Screener to validate that they are ticket holders
 - To Box Office manager if payment required
 - To Usher to direct them to their seats
- We will not have a season program, but at the Producer’s discretion (and funded from the production budget) the production may print a cast list for distribution to patrons. In addition, we will post a virtual program on the website.

Simple ticket exchange/refunds

We do not want possibly sick patrons to feel any obligation to attend a show for which they have bought a ticket.

- We will advertise free exchanges or refunds in case of sickness or cancellation.

- We will ask people to contact us if they are unable to attend, so that the Box Office can recycle their seats and arrange either refund or rebooking.
- We will record patrons who have shown up but been turned away/self-turned away.

Potential or confirmed COVID-19 cases

Contact Tracing

- We are gathering contact information through a sign-in sheet (see Appendix I – Village Players Sign-in Sheet) which requests the contact info required by the City of Toronto (i.e. name, date, time, email address or phone number). This will be shared only with Toronto Public Health as necessary.
- Building Management has been asked to ensure that all visitors, including management and contractors, sign-in as well.
- The Board COVID Coordinator is responsible for ensuring an adequate supply of sign-in sheets in the lobby and for periodically removing those more than 30 days old and shredding them.
- Patrons will not be asked to provide Contact Tracing at time of arrival at the theatre. Instead, this information will be compiled from a combination of info already captured at ticket sales and maintenance of a log of which patrons have actually turned up for the show
- We will encourage all volunteers to use the Government of Canada COVID Tracing app

Potential COVID-19 cases

- If a visitor self identifies as possibly infected (answers Yes to any of the COVID questions) either at the theatre, or later, then they will be asked to leave (if at the theatre) and to follow City procedures (get tested and self-isolate until confirmed negative or out of quarantine period).
 - No further action will be taken unless that person (or Toronto Public Health) reports to us that they have tested positive.

Confirmed COVID-19 cases – No Audience Exposure

- When a report is made of a positive test, the contacted Board Member shall ask for key details (when did symptoms start, when was test, with whom do you recall coming into contact at the theatre up to one week before earlier of symptoms or test) and share it with the Board COVID coordinator and the Board Health and Safety Officer (Emma Borsa), who will determine with that Board member whether the person reporting has been in the theatre when they were potentially infectious:

- In the week before they noticed symptoms/were tested (or reported illness to Board if not known);
- At any point in the two weeks following notification.
- In the event of a positive case who has been in the theatre while possibly infectious:
 - The Board COVID Coordinator or another board member shall tell the individual that they will be informing everyone else who has been in the theatre around this time that someone has tested positive for COVID, and shall seek permission from the individual to identify them by name, because others are likely to guess who it is.

The Board COVID Coordinator or another Board member shall contact all logged contacts within the relevant period, and advise them they may have been infected, to get tested and to not return to the theatre until they have satisfied city requirements (see Appendix III Toronto COVID Decision Flowchart). The notification to volunteers shall only identify the person if they have given consent.

- The Board COVID Coordinator shall inform all other Board members of the next date at which that person will have met City isolation requirements (see Toronto Medical Officer of Health Class Orders) and next be allowed into the theatre.
- Each Board Member who is responsible for an activity involving the infected volunteer shall determine whether to change any plans in the interim, considering the unique circumstances and dependence on the individual, and shall inform the Board of their decision. As always, the Board member shall ensure volunteers should feel comfortable to withdraw at any point from an activity they think might be unsafe.
- If the positive case has potentially exposed audience members to COVID, we will also undertake the processes described under Confirmed COVID-19 cases – Audience Exposure.
- If a positive test is reported to a Board member by Toronto Public Health, then that Board member shall liaise with the Board COVID Coordinator and Health and Safety Officer to ensure all requested information is provided to the City and all requested follow-up carried out.
- In the event that two or more positive cases that have been in the theatre are reported within any consecutive 14 days, the Board COVID Coordinator shall notify Toronto Public Health using the City's [COVID Workplace Reporting Tool](#)

Confirmed COVID-19 cases – Audience Exposure

These procedures apply if we are informed that either a volunteer or an audience member has exposed audience and volunteers to COVID.

- The Producer will ensure that the full Board is aware of the situation
- The Box Office Manager will arrange contacting (email or phone) of all potentially exposed audience members and volunteers to advise them of potential exposure and recommend testing
- The Producer and Stage Manager will determine whether they are both comfortable that the show should continue, and inform the Board of their decision (a split decision being interpreted as a decision to cancel the show).
- In the event that two or more positive cases in the theatre are reported within any consecutive 14 days, the Board COVID Coordinator shall notify Toronto Public Health using the City's [COVID Workplace Reporting Tool](#).

Risk Management

Risks Identified

At present, the following risks and mitigation strategies have been identified:

Risk	Mitigation
Volunteer catches COVID at the theatre	The primary risk is to actors, who are permitted unmasked proximity on stage, We are casting small-cast plays only. Love Letters does not require close contact. We are casting two casts for Love Letters so they can back each other up as well as support a longer run, in addition to backups for Stage Manager and crew.
Inadequate ventilation	We have added COVID-killing ventilation prior to public re-opening.
Volunteer retention	Outreach through Zoom plays, filming and mask manufacture/distribution
2021/2022 season impact	Fund raising to mitigate financial loss. Trial production (Love Letters) before deciding on plan for full season. Potential expanded run for plays to mitigate smaller house each night/provide opportunity for multiple casts/crew.
There is no proven pattern for re-opening a community theatre after a pandemic	We will not wait for others to re-open, but we will draw on the experience of the commercial theatre through organisations like TAPA and will share information with other community theatres through ACTCO

New risks will be addressed through consultation with the Board

COVID-19 safety plan – snapshot

Patron Safety

The comfort and safety of our patrons and volunteers is top of mind as we reopen our theatre. We hope that your Village Players theatre experience is as enjoyable as ever, but the pandemic means a number of changes, which we hope will increase your comfort and sense of security.

OUR COMMITMENT TO YOUR SAFETY INCLUDES:

- Theatre capacity limited to 1/3rd to ensure a safe gaps between your seats and others.
- **Pre-assigned seating only.** Advance ticket purchases will reserve seats. Unfortunately, reservations that are not paid for cannot be guaranteed due to limited capacity.
- Doors closed until 45 minutes before show time to prevent congestion in the lobby.
- COVID-19 and vaccination screening upon arrival at top of theatre steps.
- If you are sick, please DO NOT come to the theatre, and if you come down with COVID after attending a show, please tell us so we can encourage other patrons to get tested.
- Refunds or rescheduling of your ticket will be offered as required.
- Face coverings must be worn by **everyone** the whole time you are in the theatre. **We regret we are unable to accommodate mask-exempt people in the theatre.**
- Updated ventilation to bring in fresh air from outside, with UVC purification, designed for hospitals, to kill viruses in the air.
- Enhanced cleaning with frequent sanitizing of high-touch surfaces across the theatre.
- We are requiring all volunteers and patrons to be fully vaccinated. **Patrons must provide evidence of vaccination or a recent negative test result.**
- Physical distancing supported through signage plus the guidance of volunteers. Please follow the ushers' instructions and remain seated after the show until invited to leave.
- No refreshment sales and no coat rack in the lobby, but you can bring your own water and place coats and other belongings on seats marked as unavailable.

To support our ability to keep you safe, please ensure we have a valid phone number and/or email address on file so that we can keep you informed as our protocols evolve as required.

We look forward to celebrating live theatre together. Thank you for supporting our efforts to keep patrons and volunteers safe at all times. For our latest updates, visit villageplayers.net.

Volunteer Safety

In addition to the safety protocols outlined for patrons:

- We want you to feel safe and secure in volunteering with your theatre. If you have any questions or concerns, please raise them with the Producer of the show on which you are working, or the Organizer of any other event (e.g. Lobby Cleanout) and please remember that volunteering is voluntary!
- You will be screened with the usual COVID safety questions upon arrival at the theatre. Please answer honestly, and please don't even show up (but let us know) if you don't feel well (and if it might be COVID, please get tested).
- You will be required to sign-in at the Box Office upon arrival and on leaving. Signing-in confirms that you are adhering to COVID-safety protocols and gives us a record of who has been in/when in case we need to perform contact tracing.
- If you test positive for COVID, please let us know, including any information you have as to when you became infected. We will look after notifying anyone with whom you may have been in contact at the theatre – and would like your permission to identify from whom they may have caught it (but we won't tell them without that permission).
- You must wear a mask at all times while in the theatre, except if working alone, at least 2 metres from anyone (or where anyone might go), or are an actor performing or rehearsing on stage. If you are mask-exempt, please discuss with your Producer, or the Board member organizing your event, to see if they can accommodate you – but for the safety and comfort of others it is most likely they will not be able to.
- Please also maintain 2 metre physical distancing indoors, wherever possible. If you are uncomfortable with being asked to work with anyone closer than 2 metres, please let your Producer, or other Board organizer, know.
- You may bring drinks and snacks into the theatre with you – but please only consume them in a well ventilated space where you are at least 2 metres from anyone else. Please do not sit down with your friends to eat or drink inside, as we cannot implement the safeguards required [same as a restaurant] – but feel free to go outside together for a break. Unfortunately, this means no traditional “Producer’s Lunch” this year.
- Cleaning protocols are still required by City of Toronto guidelines, so please assist your Producer/Stage Manager etc as asked when it comes to cleaning up and sanitizing all high-touch equipment and surfaces. We are also engaging a cleaner during productions as normal, but we have a shared responsibility to sanitize after ourselves every day.

- We will need to enforce call-times strictly this season, and there will be additional training required for some roles – in particular for Front of House, Phones and Box Office. Please make yourself available for this, and please be on time.
- We have installed a new camping washbasin in the green room (workshop). Please use this, along with the washrooms upstairs, rather than going into the lobby once the house is open.
- We require all volunteers to be fully vaccinated and recommend installing the Government of Canada tracing app.

We want you to enjoy your time volunteering with the Village Players – and part of that is feeling safe and secure. If you have any questions, please feel free to consult the full COVID Safety Plan which is on our website, and please feel free to discuss with any Board member.

Finally, if there is something you think we could do better to assure safety, please let us know!

Appendix II Toronto Staff Self-Screening Tool



COVID-19 Staff Screening Questionnaire

All staff must complete before beginning their work shift or entering the workplace.

Updated July 26, 2021

Name: _____ Date: _____ Time: _____

1. Do you have any of the following new or worsening symptoms or signs?

Yes <input type="checkbox"/>		Yes <input type="checkbox"/>		Yes <input type="checkbox"/>		Yes <input type="checkbox"/>		Yes <input type="checkbox"/>	
No <input type="checkbox"/>	Fever or chills	No <input type="checkbox"/>	Cough	No <input type="checkbox"/>	Trouble breathing	No <input type="checkbox"/>	Sore throat or trouble swallowing	No <input type="checkbox"/>	Runny or stuffy nose
Yes <input type="checkbox"/>		Yes <input type="checkbox"/>		Yes <input type="checkbox"/>		Yes <input type="checkbox"/>		Yes <input type="checkbox"/>	
No <input type="checkbox"/>	Decrease or loss of taste or smell	No <input type="checkbox"/>	Nausea, vomiting or diarrhea	No <input type="checkbox"/>	Pink eye	No <input type="checkbox"/>	Headache*	No <input type="checkbox"/>	Very tired, sore muscles or joints*

If you have an existing health condition that gives you the symptoms, select "No," unless the symptom is new, different or getting worse.

*If mild headache, tiredness, sore muscles or joints occur within 48 hours after getting a COVID-19 vaccine, select "No" and wear a medical mask when at work. If symptoms last longer than 48 hours or worsen, select "Yes".

If "YES" to any symptoms: Stay home & self-isolate + get tested or contact a health care provider

- 2. Does anyone in your household have one or more of the above symptoms and/or are waiting for test results after experiencing symptoms?** **Yes**
No
 - If you are fully vaccinated*, select "No."
 - If the household member's mild headache, tiredness, sore muscles or joints occurred within 48 hours after getting a COVID-19 vaccine, select "No". If their symptoms last longer than 48 hours or worsen, select "Yes."
- 3. Have you been notified as a close contact of someone with COVID-19 or been told to stay home and self-isolate?** **Yes**
No
 - If you are fully vaccinated* and have not been advised to self-isolate by public health, select "No."
- 4. In the last 10 days, have you tested positive on a rapid antigen test or a home-based self-testing kit?** **Yes**
No
 - If you have since tested negative on a lab-based PCR test, select "No."
- 5. In the last 14 days, have you travelled outside of Canada AND been advised to quarantine per the federal quarantine requirements?** **Yes**
No

If "YES" to questions 2, 3, 4 or 5: Stay home + follow Toronto Public Health advice

Operators must keep a record of attendance + contact information for all workers for 30 days and then shred.

Developed in accordance with recommendations and instructions issued by the [Office of the Chief Medical Officer of Health](#)

*Fully vaccinated is defined as an individual ≥14 days after receiving their second dose of a two-dose COVID-19 vaccine series or a single dose of a one-dose COVID-19 vaccine series. ➔

Appendix III Toronto COVID Decision Flowchart

I HAVE SYMPTOMS OF COVID-19, WHAT SHOULD I DO?



STAY HOME & SELF-ISOLATE. GET TESTED

- If symptoms of a mild headache, tiredness, sore muscles or joints occur within 48 hours after getting a vaccine, you do not need to isolate. You must wear a medical mask when at work. If your symptoms last longer than 48 hours or worsen, stay home, self-isolate and get tested.

WHAT WAS THE RESULT OF YOUR COVID-19 TEST?

POSITIVE

- Notify your workplace.
- You must stay home & self-isolate for 10 days from the day your symptoms started.
- Toronto Public Health or your local health unit will contact you to do an investigation & will provide further instructions.

NEGATIVE

Are you a close contact of someone who tested positive for COVID-19 in the last 14 days?

No You may return to work 24 hours after your symptoms have started improving.

Yes **If you are not fully vaccinated**:** you need to self-isolate for 14 days from last exposure to the person who was positive.

Yes **If you are fully vaccinated**:** you may return to work 24 hours after your symptoms have started improving.

Yes **If you only received an exposure notification through the COVID Alert app:** you can return to work 24 hours after your symptoms have started improving.

NOT TESTED

- You must stay home & self-isolate for 10 days from the day your symptoms started. After 10 days, you can return to work if your symptoms have been improving for at least 24 hours.
- If a health care provider has diagnosed a condition that isn't related to COVID-19, you can return to work 24 hours after your symptoms improve.



I HAVE TRAVELLED OUTSIDE OF CANADA IN THE LAST 14 DAYS, WHAT SHOULD I DO?

- Stay home and self-isolate for 14 days, even if you test negative.
- If you are exempted from federal quarantine as per [Group Exemptions, Quarantine Requirements](#) under the Quarantine Act, you do not need to isolate.
- If you have symptoms, even if you are exempted from federal quarantine, you should get tested

**Fully vaccinated is defined as an individual ≥14 days after receiving their second dose of a two-dose COVID-19 vaccine series or a single dose of a one-dose COVID-19 vaccine series.

TORONTO.CA/COVID19


Appendix IV Toronto Patron Self-Screening Tool



COVID-19 Patron Screening Poster

All patrons must self-screen before entering this location.

Updated July 28, 2021

1. Do you have any of the following new or worsening symptoms or signs?

 Fever or chills	 Cough	 Trouble breathing	 Sore throat or trouble swallowing	 Runny or stuffy nose
 Decrease or loss of taste or smell	 Nausea, vomiting or diarrhea	 Pink eye (adults only)	 Headache*	 Very tired, sore muscles or joints*

If you have an existing health condition that gives you the symptoms, select "No," unless the symptom is new, different or getting worse.

*If mild headache, tiredness, sore muscles or joints occur within 48 hours after getting a COVID-19 vaccine, select "No" and continue to follow all public health measures. If symptoms last longer than 48 hours or worsen, select "Yes".

2. Has a doctor, health care provider, or public health unit told you that you should currently be isolating (staying at home)? Yes
No
 • This can be because of an outbreak or contact tracing

3. Do you live with someone who has been told by a doctor, health care provider, or public health unit that they should currently be isolating? Yes
No
 • If you are fully vaccinated**, select "No."

If "YES" to any questions above: Do not enter this location & follow Toronto Public Health advice.

Developed in accordance with recommendations and instructions issued by the [Office of the Chief Medical Officer of Health](#)

**Fully vaccinated is defined as an individual ≥14 days after receiving their second dose of a two-dose COVID-19 vaccine series or a single dose of a one-dose COVID-19 vaccine series.

Appendix V Legislative Requirements

This version of the plan was created to reflect the requirements of Step 3 of Ontario’s Roadmap to Re-open, which are set out in [Ontario Regulation 364/20](#) which came into effect July 16, as amended by [Ontario Regulation 541/21](#) which came into effect July 30, 2021 and detailed the measures that will in the subsequent Roadmap Exit Step.

This legislation does not specify which parts of Ontario are in Step 3 and which are in the Exit Step (that is specified in [Ontario Regulation 363/20](#)). However, Toronto entered Step 3 on July 16, 2021 and no parts of Ontario are yet in the Exit Step. The earliest date at which an area could enter the Exit Step is August 6 (three weeks after entry into Step 3) so it is possible that Toronto will be in the Exit Step by the time of opening Love Letters.

Step 3

The requirements on indoor theatre in Step 3 are summarised in the table below:

Section/Summary	Detail
S1 2.2 Follow public health rules	The person responsible for a business or organization that is open shall operate the business or organization in compliance with the advice, recommendations and instructions of public health officials, including any advice, recommendations or instructions on physical distancing, cleaning or disinfecting
S1 2.3 Passive and Active screening	The person responsible for a business or organization that is open shall operate the business or organization in compliance with any advice, recommendations and instructions issued by the Office of the Chief Medical Officer of Health, or another public health official, on screening individuals by, among other things, (a) posting signs at all entrances to the premises of the business or organization, in a conspicuous location visible to the public, that inform individuals on how to screen themselves for COVID-19 prior to entering the premises and (b) actively screening every person who works at the business or organization before they enter the premises of the business or organization.

Section/Summary	Detail
S1 2.3.1 Wear a mask	The person responsible for a business or organization that is open shall ensure that any person in the indoor area of the premises of the business or organization, or in a vehicle that is operating as part of the business or organization, wears a mask or face covering in a manner that covers their mouth, nose and chin during any period when they are in the indoor area unless subsection (4) applies to the person in the indoor area.
S1 2.4 Mask exemptions	Where there is any requirement under this Order that a person wear a mask or face covering, the requirement does not apply to a person who, <ul style="list-style-type: none"> (f) is performing or rehearsing in a film or television production or in a concert, artistic event, theatrical performance or other performance; (g) has a medical condition that inhibits their ability to wear a mask or face covering; (h) is unable to put on or remove their mask or face covering without the assistance of another person; (i) needs to temporarily remove their mask or face covering while in the indoor area, (i) to receive services that require the removal of their mask or face covering, (iii) to consume food or drink, or (iv) as may be necessary for the purposes of health and safety; (j) is being accommodated in accordance with the Accessibility for Ontarians with Disabilities Act, 2005; (k) is being reasonably accommodated in accordance with the Human Rights Code; or (l) performs work for the business or organization, is in an area that is not accessible to members of the public and is able to maintain a physical distance of at least two metres from every other person while in the indoor area.
S1 2.6 No evidence required for a non-masker	For greater certainty, it is not necessary for a person to present evidence to the person responsible for a business or place that they are entitled to any of the exceptions set out in subsection (4)
S1 2.5.1 Eating and drinking rules	The person responsible for a business or organization shall ensure that every person who performs work for the business or organization and whose mask or face covering is temporarily removed to consume food or drink under subclause (5) (j) (iii) is separated from every other person by (a) a distance of at least two metres; or (b) plexiglass or some other impermeable barrier.

Section/Summary	Detail
S1 2.7 Full PPE rules	A person shall wear appropriate personal protective equipment that provides protection of the person’s eyes, nose and mouth if, in the course of providing services, the person, (a) is required to come within two metres of another person who is not wearing a mask or face covering in a manner that covers that person’s mouth, nose and chin during any period when that person is in an indoor area; and (b) is not separated by plexiglass or some other impermeable barrier from a person described in clause (a).
S1 3.1.4 Physical Distancing	Every member of the public in an indoor place of business or facility that is open to the public, and every person in attendance at an indoor organized public event permitted by this Order, shall maintain a physical distance of at least two metres from every other person, except from their caregiver or from members of the person’s household.
S1 3.1.5 Physical Distancing Exemptions	The physical distancing described in subsection (4) is not required (a) where necessary to complete a transaction or to receive a service, if the member of the public wears a mask or face covering in a manner that covers their mouth, nose and chin or is subject to an exception set out in subsection 2 (4); (c) when passing one another in a confined location, such as in a hallway or aisle, if the member of the public wears a mask or face covering in a manner that covers their mouth, nose and chin or is subject to an exception set out in subsection 2 (4); and (d) in situations where another provision of this Order expressly authorizes persons to be closer than two metres from each other.
S1 3.2.1 Outdoor Queueing (physically distanced, no mask required)	The person responsible for a business or place that is open must not permit patrons to line up or congregate outside of the business or place, or at an outdoor attraction or feature within the business or place, unless they are maintaining a physical distance of at least two metres from other groups of persons
S1 3.2.2 Indoor Queueing (physically distanced & masked)	The person responsible for a business or place that is open must not permit patrons to line up inside an indoor part of the business or place unless they are (a) maintaining a physical distance of at least two metres from other groups of persons; and (b) wearing a mask or face covering in a manner that covers their mouth, nose and chin, unless they are entitled to any of the exceptions set out in subsection 2 (4)

Section/Summary	Detail
S1 6.1 Spectator distance	The person responsible for a business or place that is open shall ensure that, if live entertainment is performed for spectators at the business or place, the performers maintain a physical distance of at least two metres from any spectators or are separated from any spectators by plexiglass or some other impermeable barrier.
S2 22.3 50% Capacity	The number of members of the public at an indoor seated performance within the theatre at any one time must not exceed 50 per cent of the usual seating capacity for the concert venue, theatre or cinema, or 1,000 persons, whichever is less.
S2 22.7 Post Capacity Limit	The person responsible for the theatre must post a sign in a conspicuous location visible to the public that states the capacity limits under which the theatre is permitted to operate and the capacity limits of any seated performance within the theatre.
S2 22.6 Reservation required	No member of the public may attend a seated concert, event, performance or movie within the concert venue, theatre or cinema unless they have made a reservation to do so.
S2 22 Contact Tracing	There appears to no longer be a Provincial requirement for a theatre or museum etc to perform contact tracing ² . Where this is required, the rule is that the person responsible for the business or place must i. record the name and contact information of every member of the public who attends a meeting or event, ii. maintain the records for a period of at least one month, and iii. only disclose the records to a medical officer of health or an inspector under the Health Protection and Promotion Act on request for a purpose specified in section 2 of that Act or as otherwise required by law.
S1 7 Cleaning	The person responsible for a business or place that is open shall ensure that (a) any washrooms made available to the public are cleaned and disinfected as frequently as is necessary to maintain a sanitary condition; and (b) any equipment that is provided for the use of members of the public must be cleaned and disinfected as frequently as is necessary to maintain a sanitary condition. For greater certainty, clause (b) applies to computers, electronics and other machines or devices that members of the public are permitted to operate.

² However, Toronto still requires Contact Tracing per the January 2021 [Toronto Medical Officer of Health Instruction to Businesses/Organizations](#) which remains in effect

Section/Summary	Detail
S1 3.3 Safety Plan	<p>The person responsible for a business that is open shall prepare and make available a safety plan in accordance with this section.</p> <p>The safety plan shall describe the measures and procedures which have been implemented or will be implemented in the business to reduce the transmission risk of COVID-19 and shall describe how the requirements of this Order will be implemented in the location including by screening, masks or face coverings, cleaning and disinfecting of surfaces and objects, the wearing of personal protective equipment, and preventing and controlling crowding.</p> <p>The safety plan shall also include information as to how the business, place or event will (a) prevent gatherings and crowds in the business or place or at the event; and (b) ensure that section 3.2 of this Schedule is complied with in the business or place or at the event.</p> <p>The safety plan shall be in writing and shall be made available to any person for review on request, and shall be posted in a conspicuous place where it is most likely to come to the attention of individuals working in or attending the business</p>

Exit Step

The changes to requirements on indoor theatre in the Exit Step are summarised below:

Section/Summary	Detail
S4 2.2 Follow public health rules	No change – which means that unless Toronto Class Orders and Instructions to Workplaces have been amended, much of these changes will not apply.
S4 2.3 Passive Screening	Active Screening no longer required, but Passive still required.
S4 2.4 Wear a mask	No change
S4 2.5 Mask exemptions	No change
S4 2.8 No evidence required for a non-masker	No change
S4 2.7 Eating and drinking rules	No change (so still impractical for us to permit indoor eating/drinking)
S4 2.9 Full PPE rules	No change (but still not applicable given our procedures)
S4 Physical Distancing	No longer required – subject to revocation of Toronto Instructions to Workplaces
S4 Queueing	Physical distancing no longer required, but masks still required for indoor queueing
S4 Spectator Distancing/ Capacity Limits	No longer apply – subject to revocation of Toronto Instructions to Workplaces
S4 Advance Reservations	No longer required
S4 Cleaning	No special cleaning requirements remain
S4 5 Contact tracing	No change
S4 4 Safety Plan	Safety plan is still required but is no longer required to cover: <ul style="list-style-type: none"> • Cleaning and disinfecting of surfaces and objects • Preventing and controlling crowding including queueing)

Toronto Medical Officer of Health Class Orders

The following [Toronto Orders](#) strengthen the Ontario requirements:

Title	Detail
<p>Instructions to Workplaces (Jan 4 2021) – Contact Tracing & Reporting</p>	<ol style="list-style-type: none"> 1. Immediately notify Toronto Public Health via the Workplace Reporting Tool as soon as they become aware of two or more people who test positive for COVID-19 within a 14-day interval in connection with their workplace premises. 2. If two or more people test positive for COVID-19 within a 14-day interval in connection with your workplace premises, employers must: <ol style="list-style-type: none"> a. Provide contact information for a designated contact person at the workplace premise and ensure that person is readily available to communicate with Toronto Public Health and implement any additional measures immediately as required by Toronto Public Health. b. Ensure that accurate and updated contact information for all workers is available to be produced to Toronto Public Health within 24 hours of request in support of case management and contact tracing requirements for COVID-19. c. Cooperate with infection prevention and control personnel from Toronto Public Health including allowing entry into the workplace premise for inspection and to support enhanced infection prevention and control measures and recommendations.

Title	Detail
<p>Instructions to Workplaces (Jan 4 2021) – Infection Prevention</p>	<ol style="list-style-type: none"> 1. Ensure hand sanitizer and hand-washing facilities are provided in work and rest areas. Hand sanitizer with 60-90% alcohol content is recommended. 2. Implement rigorous and frequent environmental cleaning in all high-touch areas and those areas accessible to the public, including washrooms, check-out counters, concession stands, and other high-touch surfaces, such as doorknobs, elevator buttons. 3. Conduct or have the property owner or landlord conduct a regular review of heating, ventilation, and air conditioning (HVAC) systems to ensure they are functioning well. 4. Minimize instances of more than one individual in a vehicle for driving associated with work. If unavoidable, ensure face coverings are worn in the vehicle (preferably medical masks) and drive with the windows open. 5. Ensure that physical distancing of workers takes place by at least two (2) metres throughout the workplace and during eating and rest periods (e.g., lunchrooms, change rooms, washrooms). Install one-way walkways to reduce close physical interactions. 6. Implement physical barriers, such as plexiglass, when physical distancing is not possible. Physical distancing is always preferable to the use of barriers.
<p>Self-Isolation Class Order</p>	<p>Non-hospitalised people who have symptoms or have had close contact with someone diagnosed with COVID-19 must self-isolate:</p> <ul style="list-style-type: none"> • Severe illness/immuno-compromised: 20 days from start of symptoms • Mild or moderate illness: 10 days from start of symptoms • Close contacts (regardless of symptoms): 14 days from last contact

Appendix VI Version History

Version	Description	Author	Date
1.0	Initial procedures for managing volunteers in the theatre. Approved at November 2020 Board Meeting and documented in the minutes (not this template).	Bill Hammond Jen Monteith	Nov 9, 2020
2.00	Updated to align to Ontario Grey (Lockdown) requirements to support resumption of rehearsals. Approved by Anne Harper, Bridget Jankowski and Theresa Arneaud for the Village Players Board.	Bill Hammond	Mar 22, 2021
2.01	Updated to reflect David Nicholson's feedback on Version 2.0 prior to updating for re-opening: <ul style="list-style-type: none"> Modified organisation and hid all template instructions – no change to content so no tracked changes. Updated intro to reflect above; clarified that responsibility rests with Board, not just the COVID co-ordinator. Updated handling of maskless volunteers to make "don't permit" the default and correct limitation on asking for evidence (you can ask why, but not for evidence). Hid details of version 2.0 revision history. 	Bill Hammond	July 29, 2021
2.02	Update to support re-opening with Love Letters: <ul style="list-style-type: none"> Added new Appendix detailing Step 3/post-Step 3 legislative requirements. Updated Staff Self-Screening Appendix to July 26 version + added Patron Self-Screening Appendix (July 28 version) Addressed items identified in June 29 note to Board, excepting: <ul style="list-style-type: none"> No staggered arrival times proposed as capacity (25 groups) is too small to warrant No use of ropes to demarcate areas in lobby as they would just get in the way Marking unused rather than used seats No prep (e.g. decals) for outdoor queue 	Bill Hammond	Aug 7, 2021

Version	Description	Author	Date
	<ul style="list-style-type: none"> ○ No procedures for audition/rehearsal/build as nothing special not already covered ○ No communications plan per July board meeting ● Added detailed Queue Management procedures as an appendix. ● Removed plan snapshot as not worth updating until after initial review. 		
2.03	<p>Update per decisions from August 9 Board Meeting, specifically:</p> <ul style="list-style-type: none"> ● Do not use a fixed seating plan, but change based on patron demand – with prep before performance. ● Allow patrons to push past each other to get to their specific seats. ● Require payment to guarantee a seat, but accept cash and cheques. ● Support paper programs. <p>Reflect August 14 review by Anne Harper, John Acuna + comments from Bridget Jankowski – in particular:</p> <ul style="list-style-type: none"> ● Remove need for a 4th FOH volunteer by using walkie-talkie to communicate between Auditorium and FOH ● Remove detailed Queue Management procedures as should be external to plan as subject to fine tuning, but incorporate what needs to be managed into the main body of the plan ● Do not accommodate Mask Exempt, but do accommodate last minute reservations ● Summarise what we will change in the ticketing process (but not how to do it, still dependent on unclear Arts People capabilities) ● Motivate eating/drinking rules <p>Add Snapshot summary</p>	Bill Hammond	Aug 17, 2021
2.04	Updated with new Patron Safety one-page summary plus detail edits from review of 2.03.	Bill Hammond	Aug 27, 2021
3.00	Board-approved following review and edits	Bill Hammond	Aug 29, 2021